



LABORATORY SOLUTIONS THAT  
**TAKE YOU WHERE  
YOUR SCIENCE LEADS**

**OneSource**  
Laboratory Services

**OneSource Laboratory Services**

  
**PerkinElmer**  
*For the Better*

WE HAVE LABORATORY  
SERVICES DOWN  
TO A SCIENCE



# YOUR PATH TO LAB EFFICIENCY STARTS RIGHT HERE

OneSource Laboratory Services delivers customized solutions that cover all aspects of your operations – with an understanding of laboratory and R&D needs, an innovative approach that pinpoints areas for improvement across your workflows, and the right solutions engineered to improve your scientific and business outcomes.



# ALL THE SERVICES YOU NEED – FROM THE PEOPLE YOU TRUST

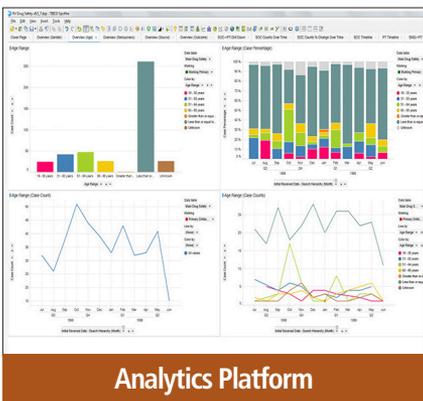
With deep industry knowledge, OneSource addresses your lab requirements to help optimize your business outcomes, delivering everything from everyday instrument repair to data integrity services. OneSource takes a one-of-kind managed approach, utilizing a powerful, interwoven suite of solutions including analytics, compliance, laboratory computing, scientific lab support, asset management, lab relocation, and other services.



## Asset Services: Protecting instrumentation investments

Whether your goal is resource optimization, or standardization of vendors and processes, OneSource Asset Services can bring your asset management activities to the next level, providing a constant view of how your instrumentation is performing. And with advanced notification tools you'll know exactly when it's time for maintenance and upgrades.

- View and analyze multivendor asset data – anywhere, anytime, via multiple visualization options
- Log service requests and view upcoming events online at your desk or on mobile devices
- Preventive maintenance and equipment repair service plans
- Comprehensive multivendor plans with onsite support



## Analytics Platform: Insightful and actionable information

The OneSource® InSite Analytics Platform provides insights and actionable data with interactive visualization tools and mobile applications that help optimize laboratory operations.

- OneSource Dashboard and powerful TIBCO Spotfire® data visualization software provide an interactive way to review laboratory asset data
- Manage global analytics, service requests, monitoring, and report creation online through the OneSource Portal or with the OneSource Mobile App
- Asset Genius software automatically captures utilization, injection-throughput, and method-use data from networked instruments in the lab, regardless of manufacturer



## Relocation Services: Management of multivendor laboratory environments from start to finish

Whether you're moving to another building or another continent, OneSource Relocation Services delivers turnkey, end-to-end solutions, lessening burden and risk with project managers and logistics professionals who can help with:

- Pre-move testing
- Equipment labeling, dismantling, and packing
- Documentation support, setup, recommissioning, and compliance
- Qualification and protocol development
- System integration and application support



## Information Services: Connecting instrumentation and IT

Your information technology and scientific instrumentation need to work together seamlessly. But achieving these synergies can be made difficult with limited budgets focused on noncore activities, continuously changing technology and models, and lack of IT expertise. Enter OneSource Information Services: With an almost exclusive focus on R&D and manufacturing, and grounded in both scientific and lab IT technologies, our experts bring global, multivendor, multisite expertise to your project.

With a single point of accountability for a fully connected, digitally optimized lab environment, we quickly get you engaged with the right personnel and the right skill sets in instrumentation, application software, operating systems, networking, and computing hardware, for fast problem resolution, via our training hubs and remote support. And each vendor-neutral plan is tailored to your IT and compliance landscape.

- IT asset support and laboratory computing
- Scientific applications development and data services
- Integration, deployment, and software compliance



Information Services

## Information Services/Lab Computing: Knowledge-based solutions for today's labs

Our Lab Computing solutions infrastructure includes a knowledge base that connects our Lab Computing Analysts around the world, who are linked for always-ready lab technology problem-solving capability. Our knowledge base parameters include:

- Instrument inventory location/relocation
- Preventative maintenance and qualification documentation
- Firmware and software data Information
- Workflow data for commissioning/decommissioning
- New instrument onboarding
- IT safety, facility, and lab management user groups and workflow designers



Lab Computing

## Compliance Services: Multivendor qualification and validation

With OneSource Compliance Services, you'll be meeting regulatory requirements companywide. Our OneSource Universal Operational Qualification (UOQ) framework delivers a harmonized, automated approach to testing, documentation, and compliance, streamlining processes across all major models of laboratory instrumentation, regardless of vendor. In addition, to ensure your lab and processes are compliant, our team can support:

- Data integrity assurance
- Paper-based qualifications
- Computer system validations
- Regulatory submissions



Compliance Services

# SCIENTIFIC SERVICES CUSTOMIZED FOR YOUR LAB

Most scientists spend too much time addressing equipment and asset needs instead of concentrating on their core competency – scientific discovery. From professional lab staffing to improved workflow and efficiency consulting, instrument maintenance, and management of noncore lab activities, OneSource Scientific Services provides the people and know-how you need to keep your equipment operational and continuously monitored. It's a simple, streamlined, integrated approach to lab efficiency, allowing you to leverage the knowledge, technology, and resources of a scientific leader.

## OneSource Services for Laboratory Efficiency

### Laboratory Efficiency Consulting

With OneSource Laboratory Efficiency Consulting, we perform a thorough assessment of all your assets, both technology and people. Then we classify all your activities as core or noncore, so you have a chance to critically evaluate your lab operations. From there, we design an improvement roadmap with quick, achievable milestones as well as longer term projects that can be deployed to help you increase productivity and meet your goals.

### Concierge Services

With OneSource® Instrument Concierge™, you can incorporate one or more of our highly trained OneSource laboratory specialists into your lab to improve productivity and to oversee your instrumentation, including equipment from multiple vendors. You benefit from integrated instrument management, data integrity, a constant eye on safety and compliance, reduced downtime and routine setup, so your scientists can stay focused on discovery.

### Instrument Check

OneSource Instrument Check™ is the best way to ensure your instruments are performing as they were designed. We conduct routine performance checks that help maximize uptime, provide continuous data trending information with control charts to optimize performance, and deliver a predictive maintenance model that helps you identify and solve problems, so they don't effect productivity.

### Scientific Support

With OneSource Scientific Support, our specialists can deliver a wide variety of lab capabilities, including onsite staffing resources and optimized utilization of your lab environment. The result? A real competitive advantage by ensuring data confidentiality and faster turnaround times on R&D projects.



## WE SUPPORT MORE THAN HALF A MILLION MULTIVENDOR ASSETS IN MORE THAN 120 COUNTRIES

For two decades, OneSource has been providing essential laboratory services to pharmaceuticals, contract research organizations, and other scientific enterprises. So who better to help you organize and automate your lab, making it more efficient and effective than ever before?



Managing maintenance service and qualification in a vast, multivendor environment is challenging in itself – but in a highly regulated environment such as pharmaceuticals, the problems are compounded exponentially. That was the situation facing a major pharmaceutical company.

### The Situation

The company's fragmented instrument service approach made it necessary to contract with a multitude of OEM service providers – yet downtime was still affecting lab productivity.

So the company looked to OneSource Laboratory Services to directly maintain and manage the service of all the QC Chemical division's laboratory assets.

### The Results

- Consolidated approach freed up scientists' time for analysis and improved productivity
- Downtime for instruments averaged less than four hours (compared to three to five days)
- Developed quality manuals in local language and harmonized qualification documentation

**With productivity way up, the company expanded its OneSource engagement to include its QC Pharma division as well – with more than 1,000 scientific assets covered by a team of experts onsite.**

**Learn more at [www.perkinelmer.com/onesource](http://www.perkinelmer.com/onesource)**

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