




**ThermoFisher**  
SCIENTIFIC



Services and support

# Keep conquering disease. We've got your back.

Discover service and support solutions for every phase of biopharmaceutical development



**Trust the company that knows your systems best to help propel your biopharmaceutical research forward.**

Accelerated timelines for the development of new biopharmaceuticals for gene therapy, cell therapy, and mRNA vaccines demand sample preparation and analysis instruments that operate reliably according to their defined performance specifications at every phase of biopharmaceutical research.

As the designers of Applied Biosystems™, Invitrogen™, and Ion Torrent™ systems, Thermo Fisher Scientific provides skilled professionals with extensive instrument expertise to deliver performance-driven service and support. With our flexible service plans, skillful technical support, regulatory compliance services, and extensive educational resources, you have the confidence you need to move your research forward quickly.

**ThermoFisher**  
SCIENTIFIC

# Contents

Rely on our specialists for broad support with flexible options

Service and support plans	4
Instrument hardware qualification	5
Computer system validation	5
Educational resources	6

---

Count on us to help maximize your instrument performance at every phase

Phase I: Discovery	7
Phase II: Screening	7
Phase III: Process development	7
Phase IV: Manufacturing	7

---

Our commitment to your success

---

## Service and support solutions for every phase of biopharmaceutical development

<b>Discovery</b>	<b>Increased uptime and early compliance testing</b> help enable you to maximize your biotherapeutic discovery yield.
<b>Screening</b>	<b>Reliable and verified performance</b> helps keep your high-throughput library screening and optimization operations moving quickly.
<b>Process development</b>	<b>The right service plan and documented regulatory compliance</b> can help identify and mitigate process deviations.
<b>Manufacturing</b>	<b>Priority response and evidence-based compliance</b> help maximize efficiency in your product quality testing and electronic data management.

# Rely on our specialists for broad support with flexible options

## Service and support plans

### Keep your research running smoothly with the right service plan

Extend the value of your investments in PCR, sequencing, capillary electrophoresis, flow cytometry, high-content screening, mass spectrometry, and imaging systems. When you rely on

Thermo Fisher for service and support, we have your back so you can advance your research with greater confidence in your results.

Maximize your instrument uptime and help extend its life with a service and support plan that supports your budget, workflow, and regulatory requirements.

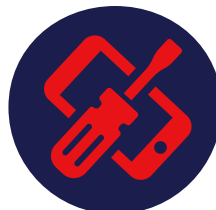
### Service plans for Applied Biosystems, Invitrogen, and Ion Torrent instruments\*

Plan	Planned maintenance	Priority on-site response time	Remote Service Center benefits	Enhanced technical support	Repair cost benefits
<b>AB Assurance Plan:</b> The highest-priority service and technical support for when there is no time for downtime.	●	2-day on-site service	High-priority support	<ul style="list-style-type: none"> <li>Remote instrument monitoring and diagnostics</li> <li>Priority technical phone support</li> <li>Priority Technical Support add-on:                             <ul style="list-style-type: none"> <li>Priority access to technical applications scientists</li> <li>Extended support hours</li> <li>Dedicated phone number and email</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Labor, parts, and travel for on-site service included</li> <li>Factory-certified replacement parts included</li> </ul>
<b>AB Maintenance/ Maintenance Plus Plans:</b> Reassuring prioritization if you have less urgent needs, a smaller maintenance budget, or internal resources for on-site repairs.	●	3 business days for on-site response time target		Phone and email access to Technical Assistance Center	AB Maintenance Plus: Discounted labor, parts, and travel for remedial repairs
<b>AB Repair Center (ABRC) Plans:</b> Fast-tracked, off-site repair with multiple options to keep the benchtop workhorses of your research running smoothly.	●	Not applicable	<ul style="list-style-type: none"> <li>Free priority shipping</li> <li>Repair progress tracking</li> </ul>	Priority phone support	Multiple options with five ABRC plans to choose from

\*Certain restrictions, including geographic limitations, apply. Contact your Service and Support representative for details.

Based on internal data, customers with a service plan can experience:

Up to **50%** faster response time



**30%** less downtime



Download our white paper

Read this white paper to learn more about navigating CGMP compliance in biopharma

[Download now](#)

## Computer system validation

Support the integrity of your electronic data records with excellent computer system validation (CSV)

Complete CSV, along with instrument hardware qualification prior to validating assay(s), can provide understanding of system limitations and operational readiness. Together, our professionals and yours can help you ensure consistent intended performance and integrity of electronic data records for compliance with the GAMP™ 5 guide.\*

## Instrument hardware qualification

Gain peace of mind with documented performance qualification

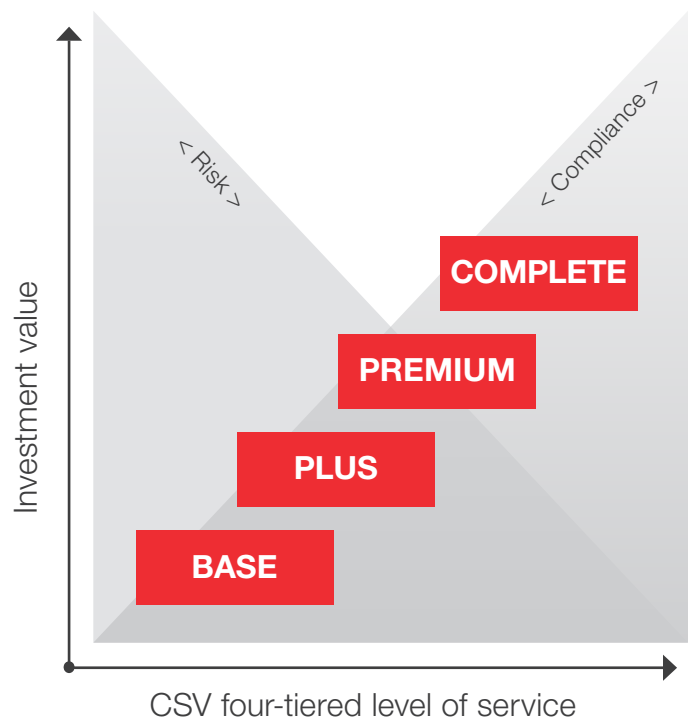
No other company knows our instruments like we do. We provide comprehensive installation qualification (IQ), operational qualification (OQ), and instrument performance verification (IPV) for current good manufacturing practices (CGMP). Our audit-style documentation demonstrates that your instruments are operating within their rigorous design specifications to help you meet regulatory requirements.

Our complete compliance testing services for your regulatory needs



CFR

ISO



View our consulting services brochure

Compare the features and benefits of all four CSV service plans

[Download now](#)

>25,000 instruments

69 instrument models supported in the biopharma industry

See if yours is covered at [thermofisher.com/myinstrument](http://thermofisher.com/myinstrument)

\* GAMP 5 guide = Good Automated Manufacturing Practice (GAMP) 5 guide for Validation of Automated Systems in Pharmaceutical Manufacture.



## Educational resources

### Stay at the forefront of biopharmaceutical research and development with extensive educational resources

Over many decades, Thermo Fisher has collected, created, and curated a vast library of educational material, reference resources, and training programs. Explore our menu of Learning Centers to find resources related to your biotherapeutic modality. You will find an extensive range of educational resources on specific topics such as instrument technologies, applications, and disease states. Propel your research forward with easy access to information from key opinion leaders on the latest applications of genetic and cellular analysis technologies. Drive ongoing process improvement in your laboratory with digital, remote, or on-site training optimized for your needs.

Whether you need to understand a core fundamental subject, develop maintenance expertise, or optimize a workflow, we help develop the competence you need to be successful.



Access our vast library of webinars, videos, case studies, articles, training, and infographics



### Download the infographic

Learn more about how we support the essential product performance needs of our biopharma community.

[Download now](#)

#### Examples of topics on biopharmaceutical modalities

- Gene therapy
- Cell therapy
- Immunotherapy
- Monoclonal antibodies
- mRNA vaccines

#### Examples of topics on technologies used in biopharmaceutical research

- RT-PCR
- Digital PCR
- Nucleic acid sequencing
- Microarrays
- Cellular and molecular imaging
- Flow cytometry
- Mass spectrometry

# Count on us to help maximize your instrument performance at every phase

## Phase I: Discovery

### Maximize biotherapeutic research productivity with increased instrument uptime

Delve into cells and genomes to characterize potential disease targets and pathogens with minimum interruption. Even a short downtime can result in missed research opportunities. Rely on a Thermo Fisher service plan to maintain factory-specified instrument performance.

### Spend more time discovering with early compliance testing

Boost your laboratory efficiency by preventing deviations that may stall your research later. Validate and document instrument performance against design specifications with Thermo Fisher's skilled qualification services.

## Phase II: Screening

### Speed design and optimization of molecular and cellular components

When you require high-throughput sample preparation and analysis of large variant, plasmid, CRISPR, and fragment libraries, the right Thermo Fisher service plan can help keep your operation running smoothly.

### Gain greater confidence in biotherapeutic selection and titration

Trust the instruments and computer systems you depend on to develop optimized genetic variants, disease models, and dosages. Our skilled service professionals can deliver qualification services that help ensure your instruments and computer systems are performing to our design specifications.

## Phase III: Process development

### Quickly diagnose and mitigate deviations in cell line quality control and contamination monitoring

Trust a Thermo Fisher service plan to help ensure your instruments deliver the excellent genetic and cellular data they are designed to provide.

### Enhance reliability of your development workflows with documented regulatory compliance

Gain greater confidence in your process QC by leveraging our extensive qualification and CSV services to demonstrate regulatory compliance.

## Phase IV: Manufacturing

### Support rigorous demands of ongoing sterility and purity monitoring

Help maximize quality monitoring uptime by protecting your instruments with a Thermo Fisher service and support plan that gives you the response priority you need.

### Reach production faster, control validation costs, and manage compliance risk

Help ensure constant manufacturing by relying on skilled Thermo Fisher-trained and certified service professionals to deliver the rigorous evidence you need for regulatory compliance. Our approach uses verified tests, certified tools, and established standards to document your instrument IQ, OQ, and IPV. Our industry-standard CSV approach documents your software security, audit, and electronic signature (SAE) controls for electronic data management in the instrument workflow.

## Empower your lab with instruments, compliance, innovation, and knowledge

Instrument service plans

Keep your instruments up and running.



Qualification services

Keep your instruments compliant.



Consulting services

Keep launching new molecular tests.



Education services

Keep learning.





## We are dedicated to helping advance your biopharmaceutical development research

Don't compromise quality on your way to results. Whether you are seeking new disease targets, characterizing potential therapeutic biomolecules, assessing product integrity, or monitoring for contaminants, keep the instruments and applications you depend on operating within our stringent specifications. By getting the most out of your Applied Biosystems, Invitrogen, and Ion Torrent instruments, you can maintain your focus where it needs to be: discovering potential biopharmaceuticals that may make a positive impact for generations to come.

### Why choose Thermo Fisher qualification and professional services?

#### Transparency

We provide clarity by identifying the major steps of our services, while sharing our support and testing methodologies to facilitate regulatory compliance and help ensure success as you move into production.

#### Integrated support mechanism

Highly experienced project managers efficiently guide your compliance testing.

Dedicated service professionals support and execute your validation test plan.

As the manufacturer of record, we provide end-to-end support for Thermo Fisher solutions.

#### Flexibility

Our flexible support options enable a consultative approach and personalized assessment to help define an optimal solution for your lab.

#### Technical skill

Our service professionals have completed hundreds of compliance testing engagements.

Consultation with experienced Thermo Fisher R&D and technology specialists helps ensure exemplary service and support.

Customer has the sole responsibility to ensure that Thermo Fisher Scientific and/or its affiliates, products, and services, including but not limited to qualification and validation, are adequate to meet customer's own regulation, certification, and other requirements.

Explore our services and support solutions at [thermofisher.com/biopharmaservices](https://thermofisher.com/biopharmaservices)