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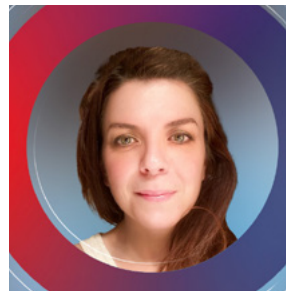
Your work and our white-glove customer service provides the winning combination for rapid responses in a changing world

Services and support

A Thermo Fisher customer concierge specialist helped a microbiology lab in Spain manage an urgent transformation

Imagine you're a microbiology lab technician in one of your city's main hospitals during the emergence of COVID-19. A national law has been passed requiring public health labs to pivot to SARS-CoV-2 surveillance testing. Not only must your lab turn its efforts toward meeting this urgent demand, it will also need to add new instrumentation to meet the high sample throughput. Moreover, you're the main point of contact between the lab and the company providing these new technologies and capabilities. This was the daunting situation facing Antonio Villanueva at his microbiology lab at the Hospital San Pedro de Alcántara in the city of Cáceres, Spain.

Antonio's lab turned to Thermo Fisher Scientific, the world leader in serving science, to supply the new instrumentation: an Applied Biosystems™ SeqStudio™ Genetic Analyzer for capillary electrophoresis (CE) sequencing, a Thermo Scientific™ KingFisher™ sample preparation system, an Ion GeneStudio™ S5 System for next-generation sequencing (NGS), and an Ion Chef™ System to automate the NGS workflow. Fortunately for Antonio, the considerable challenge of simultaneously bringing the new equipment online, transforming lab operations to perform new processes, and meeting critical societal needs during an unparalleled health crisis was exactly the type of situation that Thermo Fisher was prepared to help meet with our white-glove customer concierge service. Antonio credits the success of the



Amalia Pozas Allúe
EMEA Customer Concierge Specialist,
Thermo Fisher Scientific

lab's transformation directly to this service, and particularly to EMEA customer concierge specialist Amalia Pozas Allúe, this month's recipient of our global Guardians of Your Science award for her above-and-beyond efforts for customers.

Amalia has been supporting Thermo Fisher customers with dedication and professionalism for over two decades. As a customer concierge specialist and main point of contact for the customer from order placement through site readiness, product delivery, installation, and training, she provides a comprehensive and tailored customer experience. She coordinates cross-functionally to connect customers to the right expert at the right time, and she provides guidance at each step of the customer journey to help ensure successful product implementation.

We spoke with Antonio to find out more about how this service and Amalia's personalized care helped them transform their lab and how she has earned being honored as this month's Guardian of Your Science:

Can you tell us a bit about your lab and yourself?

Our microbiology lab focuses primarily on clinical purposes, but we also do research. I am a lab technician in charge of the technical aspects of taking care of the sequencing and sample preparation instruments. In January of 2021, Spain passed a law that we had to start doing surveillance of the coronavirus. That meant starting with new instruments, new workflows, and everything.

Is that when you met your customer concierge specialist?

Yes. Amalia helped us set up the instruments, install the software, purchase the consumables, and make sure the reactions were being done correctly. Everything we needed done, she helped us with. The transition to surveillance testing has been very seamless.

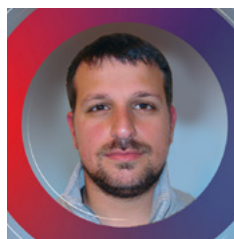
Can you tell us more about what you mean when you say "everything"? There may be a misperception that our customer concierge service is just there to welcome you when you purchase a product.

Yes, Amalia helped us connect our instruments to the network, and she provided us with the corresponding pre-installation and IT checklists for both the SeqStudio and Ion GeneStudio S5 instruments. As an end result, everything was installed as planned and without complications.

Can you tell us a bit more about how Amalia supported you through the entire installation process?

Yes, for example, when the field service engineers were installing the new equipment, they realized that they did not have the correct software for one of the instruments. We reached out

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Antonio Villanueva
Microbiology Lab Technician

"Knowing I could call at any time, and she would answer the phone and have the resources to help, gave me confidence in Thermo Fisher."

to Amalia, and the very next day we had the Applied Biosystems™ Variant Reporter™ Software we needed.

In another instance, there was an issue with the temperature of an order of consumables. Some cartridges arrived that were not frozen. There may have been a problem with the cold transport. I was concerned because it could have compromised the sample reactions. I called Amalia, and within 48 hours, the frozen replacement cartridges arrived at the lab.

As a lab technician, how did that feel knowing that you had somebody like Amalia to reach out to who would be there for you?

Working with her was so easy. Whenever I called her, she was accessible. Knowing I could call at any time, and she would answer the phone and have the resources to help, gave me confidence in Thermo Fisher.

And if there was something that she didn't know, she would reach out and get the information that we needed right away. On a scale from 1 to 10, I give her 100.

Have you remained in contact with Amalia? What is your overall impression of her?

Yes, I spoke with her just a few weeks ago. She's very reliable and knowledgeable. You know, when the law was passed requiring us to do SARS-CoV-2 surveillance and we started this journey, we had to recalibrate very quickly. And I say sincerely without exaggeration that we couldn't have done it without Amalia.

Learn more at thermofisher.com/instrumentservices