



The Tecan Integration Group Europe team (l to r) Uwe Heuzeroth, Roger Kurrat, Christoph Latzer, Hans-Peter Sattler, Isabel Patocchi, Marcel Jenny, Daniel Moser, Patrick Gut, Christoph Bosshard, Viktor Zeltner, Peter Schmidt, Petra Heerklotz, Beat Coray, Lucas Lüthy, Patrick Manz

## Custom-made for you

*Based in Männedorf, Switzerland, Tecan Integration Group (TIG) Europe is a team of 20 highly experienced engineers and project managers, offering tailor-made automated solutions for biopharma, genomics, forensics and protein science laboratories.*

*Uwe Heuzeroth, head of project management, tells us more about TIG Europe.*



Patrick Gut designs an integrated system

TIG Europe provides a full project management service, from initial consultation through planning and realization to final site acceptance, mainly for customers in Europe. At TIG, we don't simply supply the platforms and modules, but deliver them as fully customized systems, based on our Freedom EVO® platform and complex robotic systems, such as the Tecan Robotic Assay Composer (TRAC™), complete with support and information to make sure that the customer fully understands the capabilities of the system. All the systems we develop undergo thorough risk assessment and are certified to ISO standards.

As well as specializing in the large, fully automated systems, we also develop, build and integrate custom-made modules, for example, special

microplate carriers, adapter plates, unique parts customized for particular systems, or cappers and decappers that are specifically designed to handle different consumables or tube sealers; and can integrate a wide range of third party instruments, such as incubators, microscopes, centrifuges, washers, sealers, shakers and readers.

All of TIG Europe's project managers and engineers have a great deal of technical and software knowledge, as well as familiarity and experience in the realization of biological assays. This means that, after preliminary discussions with the customers in the very early stages, our teams can quickly determine the best ways to realize each customer's specific requirements and achieve the required workflow.

We are organized into one engineering team plus two project management teams, and include a number of scientists with specialist knowledge in a range of subject areas, so TIG Europe is able to handle a wide variety of projects. We understand what the customers want and, with an interesting mixture of different projects that we tackle, looking for technical solutions to biological applications is really enjoyable! Recently Dr Hans-Peter Sattler was the assigned manager for the Boehringer Ingelheim

project for developing the company's third high throughput screening system (p. 18-19). This comprehensive system was a full-on project, completely managed by TIG Europe, and took a little over six months from order to site acceptance. And, in the coming months, we will be working closely with our customers at the Monash Antibody Technologies Facility (MATF) to develop one of the largest, most sophisticated monoclonal antibody production systems in the world today (p. 5). Life is always exciting at TIG Europe!



Urs Zühlke sets up a robot arm



Mike Guidi and Uwe Heuzeroth, project managers at work