

Our reliable service partner

Nycomed ensures reliable operation of all Tecan instruments used in its pharmaceutical research and development with Te-Care™ Complete service contracts.

Nycomed is a global pharmaceutical company specializing in medicines for gastroenterology, respiratory and inflammatory diseases, and pain management – including many over-the-counter products – and has an active research program for development of new pharmaceuticals. Peter Oehlen, service manager at Nycomed, has built up a team of specialists to provide technical support for research centers in Konstanz, Hamburg and Mumbai, working with equipment manufacturers' service teams to provide fast and reliable technical support. The team's role also includes calibration of equipment, simulating testing conditions and development of customized systems for specialist applications, as well as providing purchasing advice for new equipment.

Due to its limited resources, Peter's team relies on support from equipment suppliers to help meet the varied demands of Nycomed's research activities, using annual service contracts to ensure adequate support for all its instrumentation, without excessive or unexpected costs. Peter explained: "My team oversees all the servicing needs of the instruments used in Nycomed research laboratories, including routine maintenance, repairs and purchase of spares. We have been using Tecan equipment for over 15 years, and have Te-Care Complete service contracts to cover maintenance and repair of our Freedom EVO® liquid handling platforms, various detection instruments and a REMP Small Size Store™ (SSS)."

"Our long term partnership with Tecan helps us to maximize the efficiency of our equipment, and we know we can trust the Company's well trained engineers to deliver expert service assistance. We also enjoy a good working relationship with our technical support contacts – particularly Ute Judisch – who understand our needs and are very honest about what can be achieved. Tecan is a well structured and efficient company, and its service staff are very knowledgeable; we can rely on them to respond quickly to our needs. We operate an open feedback policy with all our suppliers, and Tecan is very receptive to our requirements. The Company is very genuine in trying to help its customers, offering a comprehensive and well-structured service based on its Te-Care service contracts."

To find out more on Tecan's Te-Care services, visit www.tecan.com/support

Peter Oehlen with his successor Jochen Tussinger

