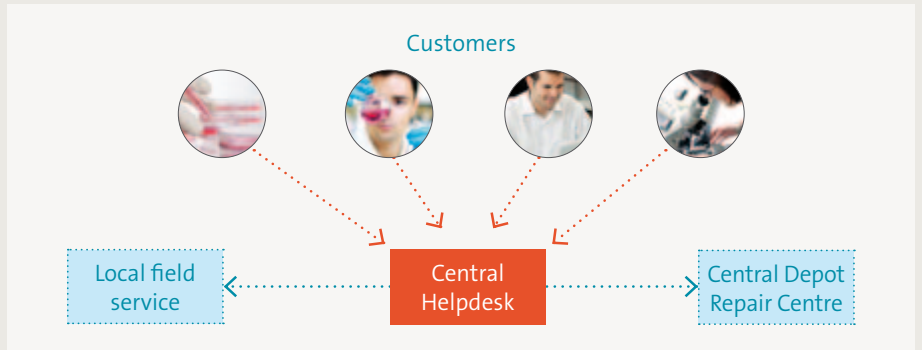


Strengthened first level Te-Care™ Service in Europe

The Tecan name is synonymous with quality and innovation, and we continuously strive to adapt and improve our Te-Care service offerings and processes to meet our customer's diverse requirements. As part of these efforts, we have recently made several changes to our service organization, particularly in Europe, to improve the accessibility of our helpdesk, to increase our speed in resolving issues and to ensure better communication with our customers.



Based on a proven and successful concept established in the US, we have centralized our European helpdesk which forms the core of all Tecan's European service activities, providing a single point of contact for all service-related issues. This development will bring better accessibility, as well as offering customers faster access to the relevant technical expertise. Based in Grödig, Austria, our helpdesk staff can speak all major European languages and have the relevant technical expertise to deal with many customer requests over the phone, without the need for an on-site visit. This frees up resources in the field, improving response times and allowing engineers to be more flexible to customer needs.

After only a few months into this new European helpdesk, Manager Ute Judisch said: "Shortly after the launch phase of our new centralized helpdesk, our customers were already responding positively about the improved accessibility. From our point of view, we are getting a better overview of everything going on in the field across Europe and can initiate measures accordingly."

If an appropriate solution cannot be found over the phone, the helpdesk team is able to initiate and co-ordinate all Tecan support activities, liaising directly with field personnel, application specialists, repair center staff and product experts, to ensure a fast and efficient service for the customer. To support this process, and to ensure smooth integration of all service activities, Tecan has recently

launched a global, state-of-the-art Mobile Service Tool. This online solution integrates all aspects of our service, from administration and scheduling of visits, to parts ordering and customer information, as well as acting as a knowledge base for applications specialists and engineers in the field. This paperless system has already been shown to improve the information for field service engineers to provide effective on-site services, leading to increased first time repair rates and improved customer satisfaction.

A new repair center for our range of detection instruments has also been established in Grödig, Austria, offering specialist support and maintenance for Tecan readers, plate washers and microarray products. A dedicated team of experienced engineers provides a fast and reliable service, streamlining the process and ensuring high quality, cost effective repairs.

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



Front row left to right: Maria-Yarmec Echeverria, Rita Sembenini; back row left to right: Ute Judisch (European Helpdesk Manager), Uwe Westphal, Piedad Bauer, Guy Mavar; missing on the picture: Ferdinand Weberberger, Erica Danzl Robles and Monika Jerzy



Front: Walter Magerl (Head of European Service Center); back row left to right: Michael Kummerer, Rainer Schmerl, Dieter Klement; missing from the picture is Alexander Mirocha