



Leading the debate

Ralf Griebel, Head of the Partnering Business Division

The importance of trust in OEM partnerships

Choosing a partner that offers comprehensive OEM services opens up a whole new world of possibilities for healthcare companies planning their next complex development. Partnering is an opportunity to consolidate knowledge and resources, combining the industry experience and capabilities of both companies to facilitate entry into a new market, support the growth of an existing business or gain market share in an emerging sector.

At the end of the day, the products that result from the partnership will have your company name on them and your reputation attached, so it is imperative that you find a partner that aligns with your values, is communicative and listens to your organization's needs. The partnership needs to be built on a strong foundation of technical expertise, application knowledge and manufacturing capabilities, but also on trust and transparent communication, which are soft traits much more difficult to measure.

Tecan's Synergence™ OEM services bring together the expertise, technologies and scalability that customers need to fulfill their lab automation requirements. Crucially, we believe that a partnership does not end at the launch of a product, and we aim to continually support the success of our partners' businesses. This includes ongoing support throughout a product's lifetime, from training and comprehensive lifecycle management to expert regulatory support and field servicing that exceeds your customers' expectations. Our goal is to lead the way in automation, and we back this up with our core values – ambition, highest standards and trust – that are not necessarily written into contracts. This is why so many companies in the IVD sector choose to have long-term partnerships with Tecan.

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project typically begins with a solid phase extraction of the samples, which is currently performed with a Resolvex® A100 positive pressure workstation. Christine continued: "We had both used Tecan products for over 16 years in our previous roles, and they are the best ones that we have found. The semi-automated Resolvex instrument gives us more flexibility, and allows us to process smaller sample sets to match project requirements. We really appreciate that you can program all the flow, pressure and column settings to your needs, removing the human error and producing extremely reproducible results. Because it's semi-automated, it also increases our workflow by enabling us to maximize our time; you can go and do something else while it's running, and that's really handy when you're a small company. It was a good decision to go with Tecan."

"The sales and technical teams were great in helping us to get set up, they really went above and beyond," Christine added. "Tecan was very keen to help out a small, women-owned start-up, and did everything it could to get our business in the door and off the ground. The Resolvex has been very reliable, and whenever we have a query or an issue, the staff are quick to respond and always know exactly how to fix it."

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To find out more about Resolvex positive pressure workstations, go to tecan.com/sample-preparation-resolvex-positive-pressure-processors