

BIOMÉRIEUX

# BIOMÉRIEUX OPTIMAL SERVICE CONTRACT

Optimize Your Instrument Uptime by Leveraging Your Team's Capabilities



Your Ally in Advancing Quality

PIONEERING DIAGNOSTICS

# The Power of Partnership

bioMérieux offers a comprehensive portfolio of services for maintenance and repairs to maximize instrument uptime and ensure continuous operations.

Now, bioMérieux is putting even more power in your hands, with the **OPTIMAL\* service contract**. This new contract will guide your maintenance team to increase their efficiency in operational maintenance management of your instruments.

## WHAT IS THE OPTIMAL CONTRACT?

The OPTIMAL contract is a new service model that provides in-depth training for your staff with bioMérieux experts.

Your maintenance team can become more efficient at carrying out the required maintenance and repair operations on bioMérieux instruments, including generating reports and management of spare parts on-site. While this gives your staff the necessary technical expertise to handle maintenance issues autonomously, you are not alone! The OPTIMAL contract also provides a **dedicated extended hours hotline**, plus a set of **Smart Remote Services** that deliver real-time, interactive and secure technical support with bioMérieux support experts.

## THE OPTIMAL CONTRACT PROVIDES SEVERAL BENEFITS FOR YOUR ON-SITE TESTING CAPABILITIES



**MANAGE MAINTENANCE ACTIVITIES ON YOUR INSTRUMENT FLEET WITH AUTONOMOUS FLEXIBILITY AND PEACE OF MIND**



**INCREASE INSTRUMENT UPTIME, WITH REAL-TIME SUPPORT IN CASE OF FAILURE**



**ENSURE LONG-TERM RELIABILITY AND SECURITY FOR YOUR INSTRUMENTS**



**INCREASE PROFITABILITY AND PRODUCTIVITY**



**DEVELOP STAFF MAINTENANCE EXPERTISE ON BIOMÉRIEUX INSTRUMENTS**

# Get Access to the Smart Remote Services and the SELF ASSIST App

The comprehensive Smart Remote Services are included in the OPTIMAL contract, including the **new SELF ASSIST mobile application**. This intuitive mobile app allows you to carry out maintenance and troubleshooting activities with ease.

## WITH **SELF ASSIST**, YOU CAN NOW:



**SUPERVISE YOUR INSTRUMENT FLEET IN REAL TIME**



**EASILY ACCESS THE MOST RELEVANT SUPPORT DOCUMENTATIONS: MAINTENANCE MANUALS, TROUBLESHOOTING, PHOTOS, VIDEOS TUTORIALS, AND MORE BY USING A QR CODE**



**GENERATE AN INTERVENTION REPORT AT THE END OF EACH MAINTENANCE OPERATION**



**ISSUE A CHECKLIST FOR EACH PREVENTIVE MAINTENANCE OPERATION**



**MANAGE YOUR SPARE PARTS INVENTORY IN JUST A FEW CLICKS**



**START, COMPLETE, OR CONSULT A MAINTENANCE OPERATION**



**SECURE ACCESS TO THE APPLICATION WITH UNIQUE CREDENTIALS**

The **OPTIMAL** service contract provides the necessary support to your maintenance team to become more efficient in operational maintenance management of your instruments.



# Additional Smart Remote Services Are Also Available

## VILINK®

VILINK is a bioMérieux remote service with more than 16,000 systems connected worldwide. It enables secure system troubleshooting and diagnosis, as well as on-demand system updates and maintenance.\*\* VILINK software facilitates access to bioMérieux experts via encrypted communication, ensuring the security and integrity of sensitive data by meeting the requirements of high-security standards.



## EASY ASSIST

Connect to an expert instantly with EASY ASSIST video conferencing. EASY ASSIST enables seamless video collaboration between your maintenance team and a remote bioMérieux support expert.

Using a mobile device, EASY ASSIST provides virtual hands-on instruction to:



**MAXIMIZE UPTIME**



**EMPOWER YOUR EMPLOYEES**



**ENSURE RELIABILITY AND COMPLIANCE**

**Contact your bioMérieux representative for more information.**

*\* This new contract is now available for 3P® STATION / 3P® ENTERPRISE.*

*\*\* Technical remote support availability depends on subscribed level contract, local organization, and system type. Please consult your local representative for availability and for any questions.*

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