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## **Welcome to OneSource<sup>SM</sup> Laboratory Services Comprehensive Service Designed for Your Needs**

Dear Colleague,

Institutions worldwide are seeking to improve productivity and reduce costs through better management of their laboratories' infrastructures. **OneSource<sup>SM</sup> Laboratory Services**, PerkinElmer's service business, provides a comprehensive new approach to service and asset management designed to meet your changing needs and deliver productivity in today's demanding world. Both the intensifying regulatory environment and an ever-increasing need for greater efficiency are challenging traditional laboratory practices, where decisions regarding how to maintain, validate, repair, and optimize equipment are made on an instrument-by-instrument basis. Leveraging the global resources of OneSource Laboratory Services ensures your operational downtime is kept to a minimum.

OneSource Laboratory Services received the **2003 Customer Value Enhancement Award for Drug Discovery** by leading industry research firm Frost & Sullivan.

"PerkinElmer has taken its focus on enhancing customer satisfaction one step further with the launch of its OneSource Laboratory Services," said Sinead Igoe, Frost & Sullivan industry analyst. "This growing PerkinElmer initiative not only meets ongoing customer needs for **instrument maintenance and support**, but also provides higher-level services such as **validation, training and customized asset management** that have enormous value for procurement and operations executives."

OneSource Laboratory Services directly services and supports a wide range of technologies from different instrument manufacturers. Services include instrument maintenance and repair, custom **Instrument Performance Verification (IPV), Instrument Qualification (IQ), Operational Qualification (OQ)**, holistic validation protocol development, and a broad set of education and training services.

**OneSource Partnerships** are a key element of our customer-focused service offering. Many of our customers have launched corporate and/or site-based initiatives to improve instrument service, simplify administration of service support, improve service capabilities, consolidate their service provider base and reduce costs. These needs are the basis of **OneSource Partnerships**: customized asset management and service support on a site or global scale.

PerkinElmer is also uniquely qualified to deliver streamlined and integrated "whole lab solutions," given that we offer the broadest range of instrumentation in the industry. Our global team is comprised of more than 1,000 factory-trained customer service engineers operating in 125 countries.

We encourage you to **contact** your PerkinElmer OneSource service engineer by calling **1 (800) 762-4000 (US)** or **+1 (203) 925-4602**, or by calling your **local PerkinElmer office**. Your service engineer will be happy to arrange a free consultation about how OneSource Laboratory Services can transform your organization with a fundamentally improved approach to protecting your laboratory's investment in instrumentation.

Best regards,

Dusty Tenney  
Vice President and General Manager  
PerkinElmer OneSource Laboratory Services Business

**OneSource<sup>SM</sup>**