

# Life Sciences Technical Services

Your Partner for  
Performance





## Overview

BD Global Technical Services is your partner for performance.

BD Service teams enable you to better serve your customers, patients and research partners. You can count on our deep knowledge and experience to help ensure your instruments deliver expected, timely results.

### Service Benefits:

- 1 Enhance equipment performance and laboratory efficiency
- 2 Maximize equipment uptime
- 3 Deliver peace of mind through a reliable support structure
- 4 Support clients in achieving expected, timely results with BD equipment
- 5 Help facilitate customers' clinical and scientific breakthroughs through equipment reliability
- 6 Support manageable service expenditure



## At a Glance

BD Life Sciences Technical Services is committed to *advancing the world of health™* by providing efficient, reliable and timely support to the researchers and clinicians that use our products, enabling them to focus on what matters most: accurate results, deep insights and ultimately the next great breakthrough.



1,400+  
Associates



500,000+  
Annual Customer Touchpoints



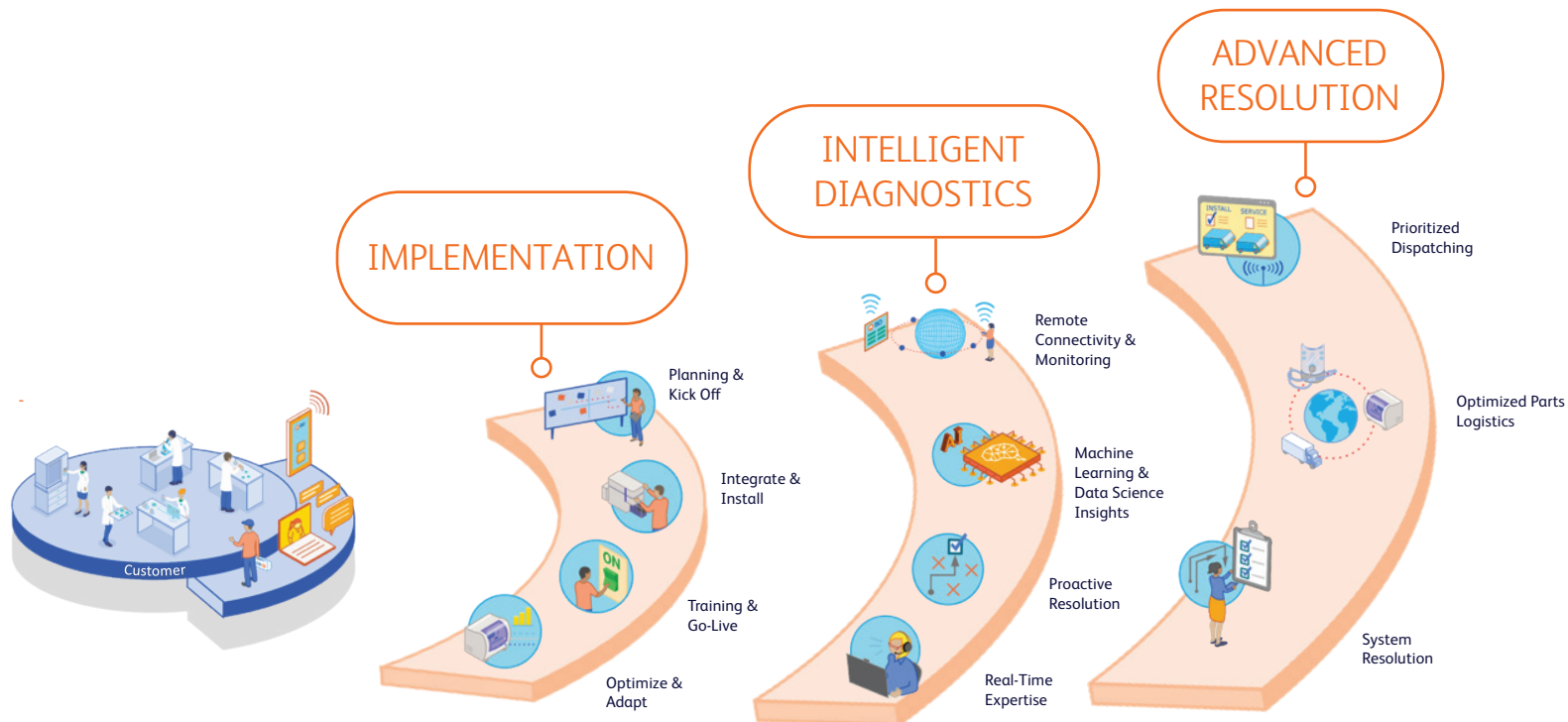
130+  
Countries Served



60-90%  
Average Customer NPS

# Overview

BD Technical Services is committed to being a trusted and reliable partner to our customers. By providing expertise in the moments that matter most, we can help ensure that our customers are up and running and delivering on their promises. Standardized Implementation enables customers to start seeing the benefits of our instruments right away. Intelligent Diagnostics makes sure that the unsurpassed instrument expertise of BD is only a click or call away. Advanced Resolution helps minimize downtime by providing the right solution for the customer's unique needs. BD Technical Services' end-to-end commitment helps customers focus on the things they do best.



## Implementation

From planning to go-live, you can expect that BD Technical Services will get your equipment up and running. A full-year warranty ensures that new instruments are effectively installed in the laboratory environment and optimal performance is maintained for the first 12 months. Our teams provide complete end-to-end support for BD instrument installation, helping enable our customers to quickly generate value from their investment.

### Planning & Kick off

Support is available even before placing your order. Your BD Sales Representative will help you choose instruments and options that best meet your needs.



### Integrate & Install

Installation Coordinators and Field Service Engineers carefully orchestrate delivery, unpacking, set up and installation as required. After equipment installation, the instrument will be designated as ready to use.



### Training & Go-Live

To help you take full advantage of BD product capabilities, we offer training for instruments, software and applications.



### Optimize & Adapt

BD offers a variety of upgradeable options including computers, software and hardware aimed at improving instrument operation, laboratory workflow and productivity.

## Intelligent Diagnostics

Our broad network consists of specialized teams with one goal in mind: keeping customer instruments online. Our expert Frontline Technical Specialists, who can be reached via phone, our mobile app, text and/or web-based chat, are armed with detailed product knowledge to diagnose issues as well as our suite of Intelligent Diagnostic tools:



### Remote Connectivity and Monitoring

This innovative and secure, internet-based connection enables technical experts to diagnose the health of the instrument, retrieve files and update software in real time.\*



### Machine Learning and Data Science Insights

Technical Services stays on the front line of innovation by leveraging the latest available service technology tools, ensuring the most effective options are used to resolve customer concerns.



### Proactive Resolution

Maintenance service includes adjustments, checkups and parts replacement. Systems are maintained according to a prescribed schedule designed to keep the system working optimally, increase reliability and help prevent potential failures.



### Real-Time Expertise

Our experts are there when you need them most. No automated robots here. Get issues resolved by real people who care.

## Advanced Resolution

After diagnosis, our Advanced Resolution approach is used to match a solution with a customer's unique needs, whether that means an efficient remote fix or an onsite visit.

Our team knows our equipment better than anyone. Take the guesswork out of the service process with support from the engineers and scientists who actually designed and built the instruments.



### Prioritized Dispatching

Get the right support to keep your instruments up and running. First, our remote team will assist you over the phone to resolve issues. If onsite support is needed, we'll dispatch Field Service Engineers to your laboratory.



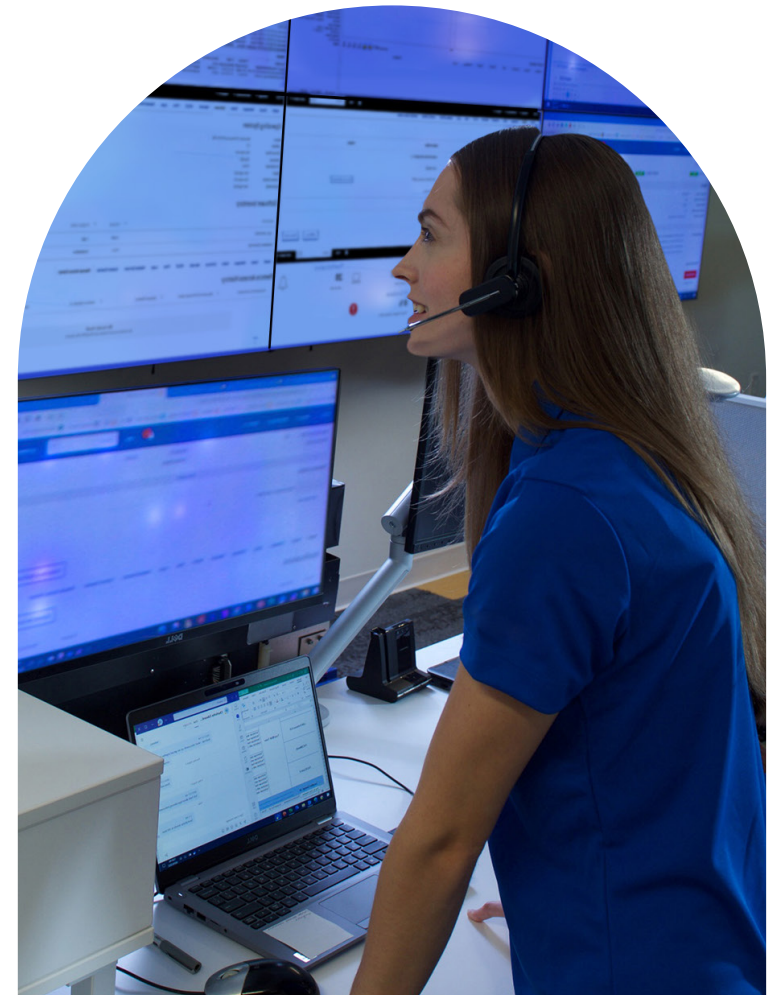
### Optimized Parts Logistics

Available spare parts are maintained close to our customers so that they can be available quickly. Global warehouses at our headquarters, regional and country warehouses, forward stock locations and/or Field Service Engineer trunk stocks are used to optimize access to inventory.



### System Resolution

We take a holistic view of each system to fully resolve and alleviate customer concerns. After an instrument has been serviced, our technicians will make sure it's reintegrated into your laboratory workflow, as needed.



## How do we do it?

With over 1,400 associates, Technical Services lives at the core of the BD customer experience. Our team is with you every step of the way for installation, maintenance and optimization.

We take this responsibility very seriously and leverage real-time expertise and innovative technology to address your needs, so your laboratory can get what it needs, when they need it.



Dependability



Quick Response



Maximized Uptime



Complete Solutions



## Omni-Channel Experience

BD Technical Services offers an omni-channel experience to communicate with customers like you in the way that suits you best.



Phone



BD Mobile App\*



E-mail



Web-Based  
Chat

## Connected and Onsite Solutions

Remote connectivity between your instruments and BD creates a quick, easy and seamless way to diagnose and solve technical concerns. This innovative and secure internet-based connection enables technical experts to diagnose issues with your instruments and provide support in real time. Remote connectivity can offer the fastest solutions to get your laboratories up and running as quickly as possible.

Merged Reality through a smartphone or tablet may also be used to enhance the connected support experience (remote connectivity must be pre-established).\*

For issues that require onsite support, or if remote connectivity has not been previously enabled, Technical Services has a team of field engineers that travel to your locations and provide in-person support. This ready-to-deploy team of experts can troubleshoot and solve most instrument issues while onsite and every effort is made to minimize downtime.



## Workflow Optimization

Combining years of collective knowledge with diverse research and clinical laboratory experience, application support teams provide timely and professional telephone, virtual and onsite scientific support. Many in our teams have advanced degrees and previous laboratory experience.

From guidance in experiment design to execution of specific tests, you can rely on our experts for iterative optimization. Our scientific application support groups work alongside Technical Services resources to deliver an enhanced experience.\*



## Experts

You will have access to specialists who have extensive knowledge of BD instruments and are dedicated to optimizing performance.



### Frontline Technical Specialists

Telephone support focused on proactive communication with detailed product knowledge and remote diagnostic capabilities.



### Expert Trainers

Experts with extensive clinical and research knowledge who support customer education around best practices.



### Field Service Team

Field service engineers available to troubleshoot instrument issues on site.

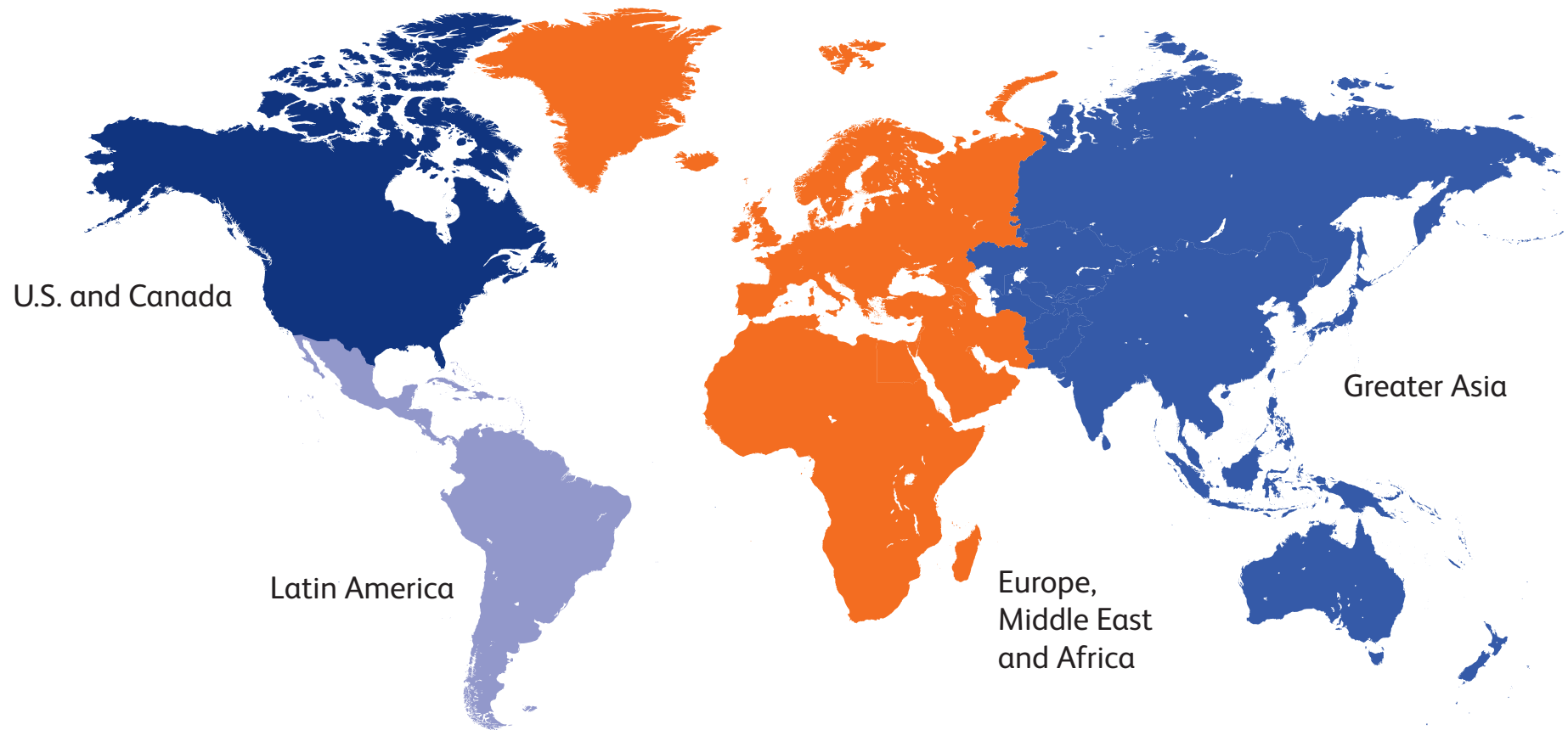


### Application Specialists

Specialists provide guidance on the design and execution of experiments and tests.\*

## Regions

No matter where you are in the world, BD Life Sciences Technical Services has you covered.



Service Contracts



Time &amp; Materials

## Service Contracts

Accelerate uptime and maximize the value of your investment with robust service coverage options. Service contracts help optimize performance by providing regular preventive maintenance as well as remote and onsite support. Service contract customers receive the highest priority.

You can choose a plan within your budget to support your laboratories with the level of service that makes the most sense for you.\* You can enjoy peace of mind knowing that BD is there to assist you when you need it most.

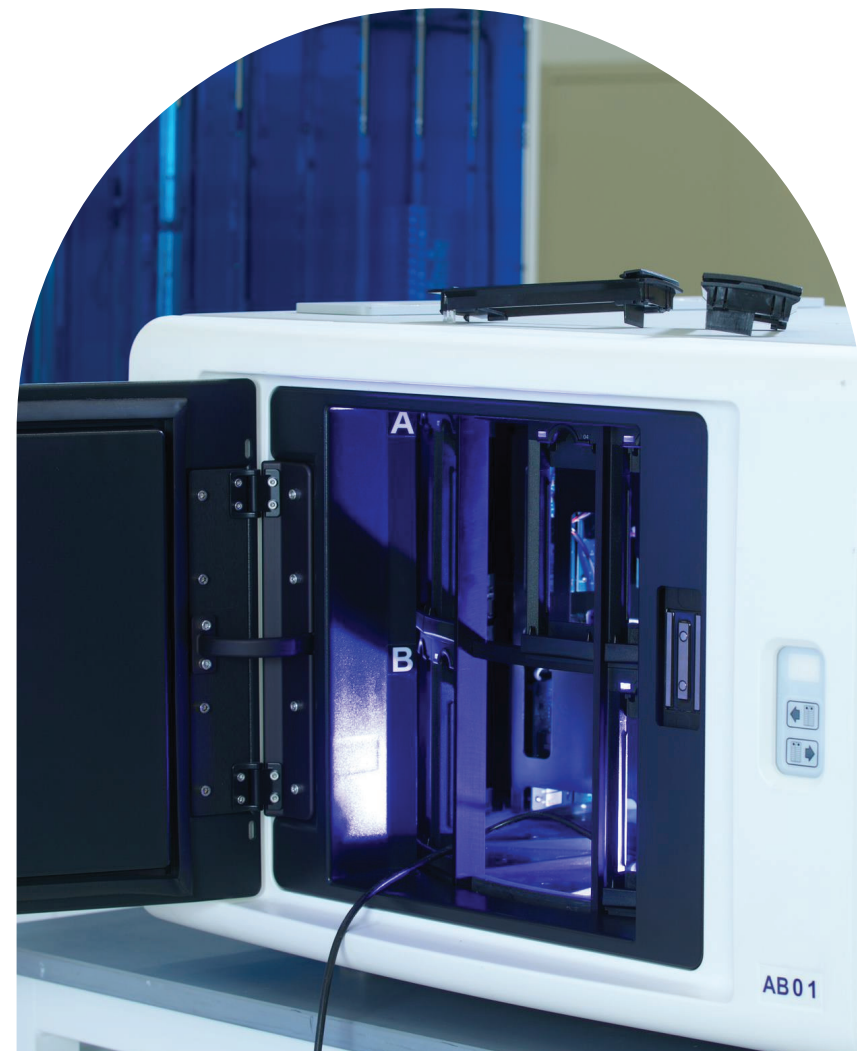


Service Contracts

Time & Materials  
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## Time & Materials

Outside of a service contract, you can receive expert support solutions by paying for Time & Materials of each service visit performed. Time & Materials is typically more costly than a contract repair and receives lower priority. The total price is calculated by adding the price of labor, travel and parts required to resolve your instrument issue.



\*Availability varies by platform; please contact your BD representative for more information.

BD Biosciences, 2350 Qume Drive, San Jose, CA 95131 USA

BD Integrated Diagnostics Solutions, 7 Loveton Circle, Sparks, MD 21152 USA

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