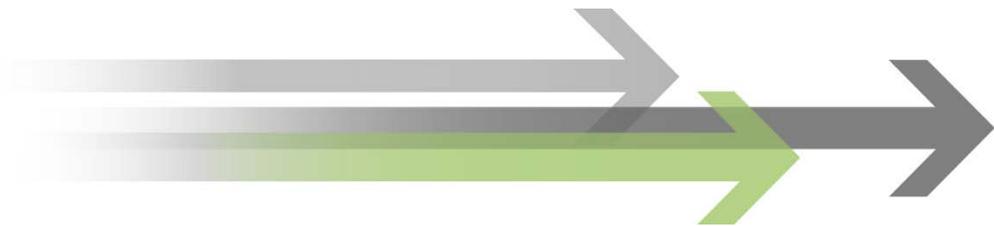




Hi-Tec-Support  
*Company Presentation (Executive Ver.)*  
*March 2017*



# Our Vision

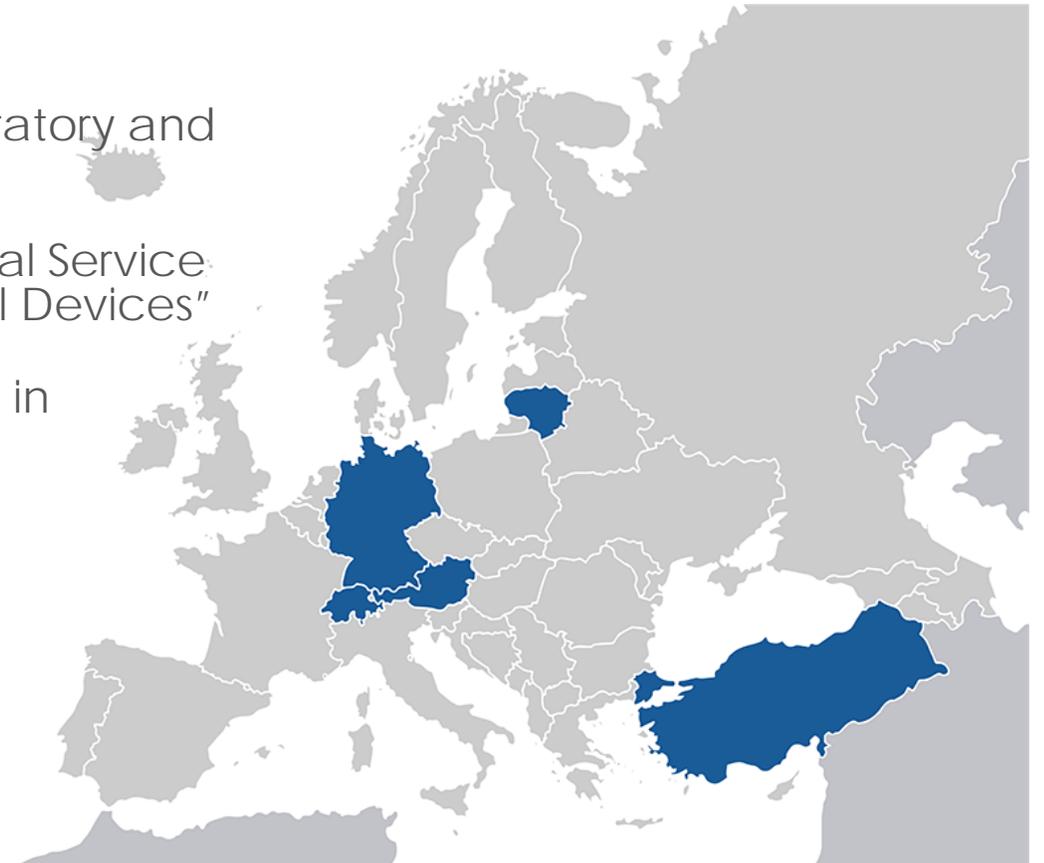


Hi-Tec-Support will be the **most reliable** and **trustful partner** in all hardware-service aspects of medical devices and laboratory equipment.

Our mission is to **support manufacturers in serving their customers needs** in terms of professional hardware services.

# Profile

- Founded January 1th 2001
- Family owned - *managed in second generation*
- **Service and calibration support** for medical-, laboratory and industrial equipment
- **Specialized** and **certified** for "Outsourced Technical Service as Installation and Maintenance of Active Medical Devices"
- The **headquarter** is located in Pfungen (Winterthur) in Switzerland
- 10 Field Service Engineers at 5 European sites



# Understanding of Quality



- **DAkks (ISO 17025) accreditation** for onsite calibration of scales since 2017
- **ISO 9001** certified since 2004
- **EN ISO 13485: 2012** certified since 2015 for *“Outsourced Technical Service as Installation and Maintenance of Active Medical Devices”*
- **Advanced Siemens Service Partner** since Oct. 2014
- **Certified ABBOTT Service Partner** since Sept. 2015
- Continuous training and ongoing support by manufacturers
- Use of appropriate aids and tools



# Management Team



Marcel Both

## CEO & Director Hardware Service

- Electrical Engineer FH at Zürich University of Applied Sciences
- Development Project Leader for Medical Devices at Disetronic Medical Systems Burgdorf
- International Project Leader for Combination Products at F. Hoffmann-La Roche in Basel



Fabienne Schweizer

## Director Calibration Service

- Master of Communication Sciences. Research field: Public Relations
- Academic postgraduate studies for Market- and Opinion research

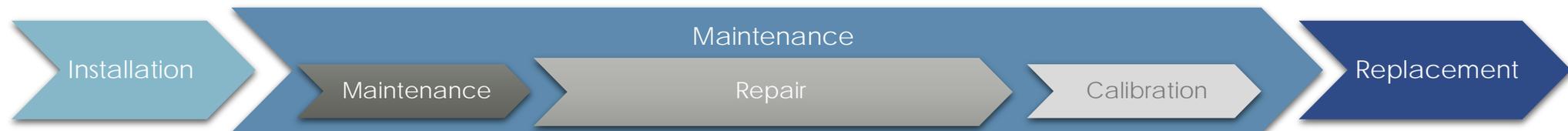
# Our business units

## Hardware-Service

Repair and maintenance service for medical devices and laboratory equipment in close cooperation with the manufacturers.

## Calibration Service

Independent calibration- and testing service for several physical parameters and systems.



# Hardware Service 1/2

- **Installation**
  - System Installation acc. Manufacturer procedures
- **On-Site Maintenance Work**
  - professional preparation and execution of on-site interventions
  - reliable spare part- and consumables management
- **Emergency Interventions**
  - phone support by trained experts
  - „same-day“ on-site intervention
- **System Re-Location**
  - Professional de-installation
  - Preparing for transport and Re-Installation
- **In-House Repair- / Maintenance-Work**
  - swap-out logistic
  - shop allowing short throughput times at high quality professional repair
- **On-Site Calibrations**
  - execution of independent and traceable on-site calibrations



# Hardware Service 2/2

- **Hotline**
  - permanently and competent staffed hotline answers calls
  - fast customer call-back by our experts after receiving a qualified service request (reaction time < 4h)
  - access to equipment status and information
- **Customer Equipment Management**
  - planning and execution of periodical maintenance- and calibration-Interventions
  - adapted communication with diverse customers
  - supply of replacement equipment
  - maintenance of the equipment history files (traceable documentation)

- Medical Device Support
  - We support several medical- and analytical-device manufacturers with maintenance and repair services in Europe.
- Electron Microscope Support
  - With our very experienced electron microscope team, we are able to provide service for a broad range of electron microscope brands.
- Laboratory- and Industrial-Equipment Support
  - Since more than 15 years we support our industrial customers with their quality- and manufacturing-equipment.

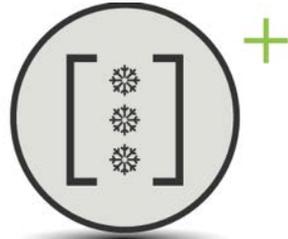
# Calibration Service

We provide independent calibration services for a wide range of products and technologies:

Scales



Freezers



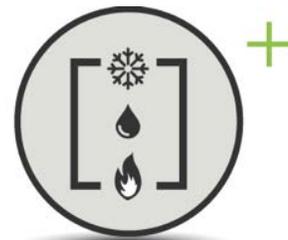
Spectrophotometer



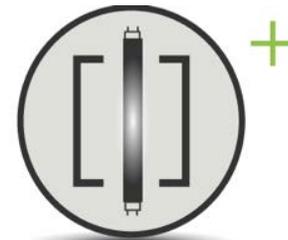
Nanoduct/  
Sweatanalysis



Cabinets/Ovens



Light cabinets



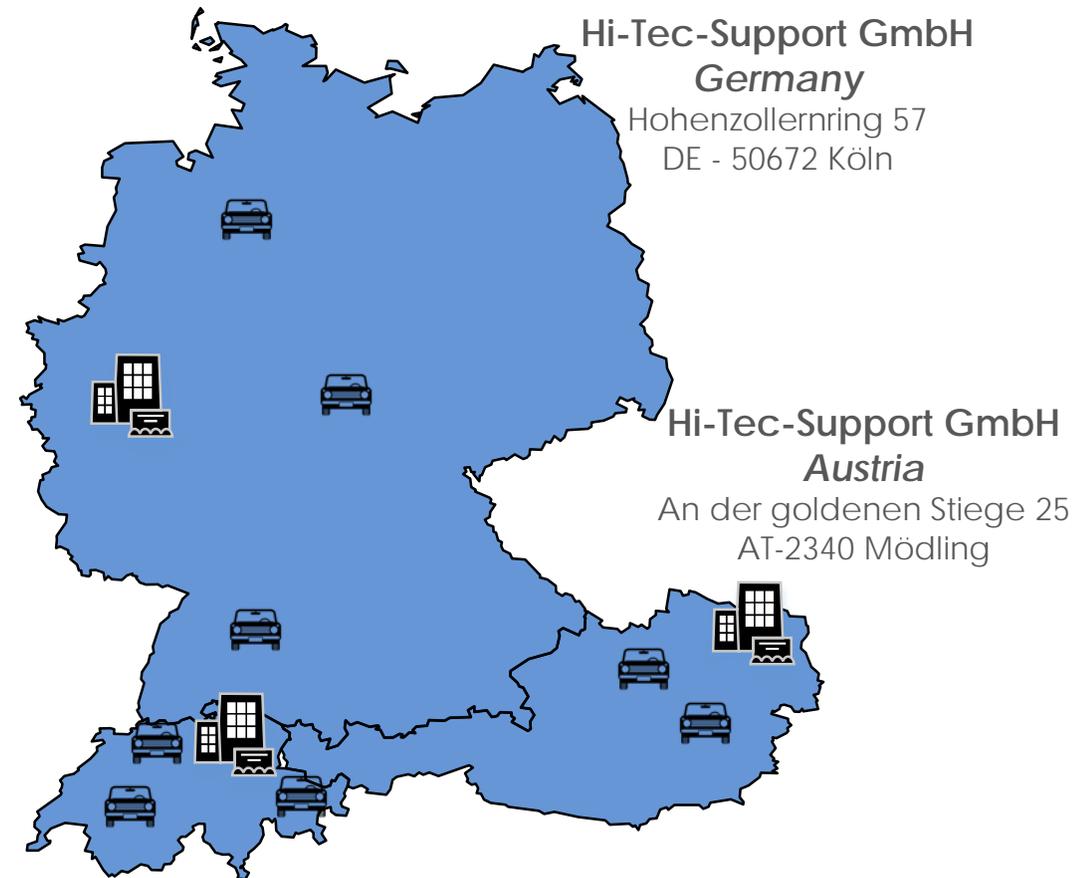
Centrifuges



- **Quality Management System**
  - certified according ISO 9001 and ISO 13485 for “**Outsourced Technical Service as Installation and Maintenance of Active Medical Devices**”
  - activities are well documented and all data stored accordingly
  - calibrated and checked test equipment
  - continuous improvement of the QMS
- **Infrastructure**
  - professional service management software and calibrations software
  - car fleet
  - 5 Sites in CH, DE, LT, TR and AT
  - 3 repair shops in CH, DE and AT
  - warehouse infrastructure (Consignation- and/or HTS Warehouse) at all sites

# DACH-Organization

- **DACH-Organization**
  - Hi-Tec-Support is represented by 3 legally independent companies in Switzerland, Germany and Austria
- **Cooperation**
  - all activities are coordinated via the headquarter in Switzerland



Hi-Tec-Support GmbH  
**Germany**  
Hohenzollernring 57  
DE - 50672 Köln

Hi-Tec-Support GmbH  
**Austria**  
An der goldenen Stiege 25  
AT-2340 Mödling

Hi-Tec-Support GmbH  
**Switzerland**  
Wanistrasse 7  
CH- 8422 Pfungen

# Pricing

We believe that fair pricing is an important factor for long-term business relations.

HTS does support:

- open book calculations and
- continuous price optimization programmes.





# A reliable partner



fast. competent. correct. fair

