



## Maximise Your Productivity With the Fastest Instrument Repairs

With laboratory instruments working at full capacity, the key to maintaining high sample throughput and laboratory productivity is to minimise instrument downtime. Severn Trent Laboratories (STL), leaders in environmental testing, reduced their instrument downtime from more than three days to less than one day, seven days a week by partnering with OneSource<sup>®</sup> Laboratory Services from PerkinElmer. With multi-skilled OneSource service engineers dedicated to STL's

specific needs, response times are fast and fix rates high, ensuring mission critical instrumentation is kept running.

### The Challenge of Reducing Instrument Downtime

The efficient operation of all laboratory equipment is critical to ensuring that client samples are analysed on time. STL historically used different OEMs to service their LC, GC and LC/GC-MS systems. Looking to improve project turnaround time for their clients, STL identified instrument downtime as a critical factor affecting work flow and sought to reduce this to a maximum of one day.

### Maximising Uptime by Completing Repairs Within One Day

OneSource Laboratory Services was the preferred service provider able to fulfil STL's need for instrument repair within one day, seven days a week, for the various instruments in use. Response and repair rates of less than one day were achieved by dedicating specific engineers to provide repair and preventative maintenance service for three STL sites, one in Runcorn and two in Coventry, UK.

“Although we were initially sceptical about moving away from the OEM for servicing, OneSource have proven that they can deliver a one day response and fix rate for all of our laboratory instrumentation.”

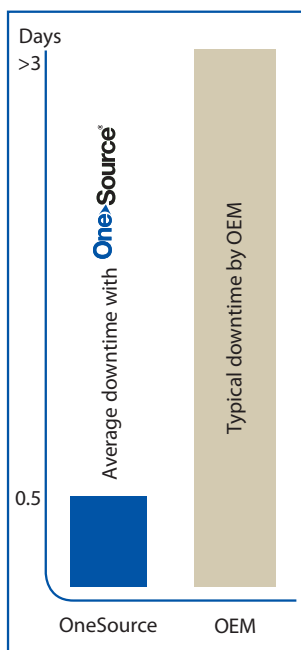
Laura Baines, Procurement Manager, STL, Coventry, UK.

Delays in instrument repair has significant knock on effects on productivity as all systems are critical in meeting customer deadlines. With OneSource, instrument downtime is no longer stressful for analysts as they know that their OneSource engineers will be available to fix their instrument within hours of raising a service call.

The combination of parts stocked on-site with engineers dedicated exclusively to STL’s three sites ensures that STL meets its instrument performance goals; delivering more than a six-fold improvement in instrument uptime over OEM service and improving STL’s ability to meet the needs of their customers.

### Continuity of Service Provides Continuous Improvement

Continuous improvement is a clear added benefit of having engineers dedicated to STL. Over time the engineers have become increasingly familiar with the instrumentation on-site, the nature of the analytes, and the types of problems that regularly occur. OneSource has been able to increasingly tailor their solution to meet STL’s evolving needs through instrument performance data analysis, and on-site consultation and collaboration with STL’s personnel. This has resulted in a steady shift from problem resolution to problem avoidance, thereby further enhancing instrument uptime.



Downtime = response time and repair time.

### Company: STL, part of Severn Trent Services.

Size: Over 600 employees in the UK.

Business: Severn Trent Laboratories, part of Severn Trent Services and a member of Severn Trent Group of companies, offers leading solutions in water, land and waste analysis throughout the UK, providing scientific services in chemistry, microbiology and ecotoxicity.

Programme details: STL’s Torrington Avenue and Lockhurst Lane sites in Coventry, and a site in Runcorn, UK.

2008: OneSource service solution implemented.

2008: Directly maintain 311 assets.

- 273 Agilent® assets (1050, 1100, 1200 LC systems; 5890, 6890 GC systems; 5973, 5972 GC-MS systems)
- Gilson® Autosamplers
- Tekmar™ Autosamplers
- Gerstel® Liquid Handling
- Anatune® Liquid Handling