

*ZymoGenetics:
Driving Scientific Productivity
and Cost Reduction
through Asset Management*

ZymoGenetics Lab Equipment Maintenance Program: Background

- Maintenance on high end lab equipment had been the responsibility of the Zymo Facilities group
 - HPLC
 - LC/MS
 - Sequencers/Synthesizers
 - other high end analyzers
- Service on this equipment had been performed by either “in house” resources, or contracted to several OEM’s or service vendors
 - ~390 laboratory assets
 - ~60 service contracts
- Historically Zymo had 2 – 2.5 dedicated FTEs doing this work.

ZymoGenetics Lab Equipment Maintenance Program: Business Challenges

Service Contract Management

- High Administrative burden
- Lack of control & consistency
- Not resourced to optimally manage, administer and maintain all service contracts

Service Delivery & Operations

- Slow service response time
- Non-standardized processes
- Limited resource availability

Cost Control

- Overpaying for service due to limited and technically specialized assets and travel charges
- Poor negotiating position

Asset Management Data

- No service cost data
- Poor asset inventory reporting

ZymoGenetics Lab Equipment Maintenance Program: Goals, Objectives, & Solution

Asset Management Goal:

- Improve scientific productivity and asset utilization while reducing service costs.

Strategic Objectives:

- Improved Service and Maintenance Contract Management for scientific assets
- On-site service personnel
- Contract Consolidation
- Service records maintained in Maximo database
- Service metrics and inventory management reporting
- Cost reduction

Solution:

- *Outsource asset management and maintenance of scientific laboratory and manufacturing assets to a single source provider.*

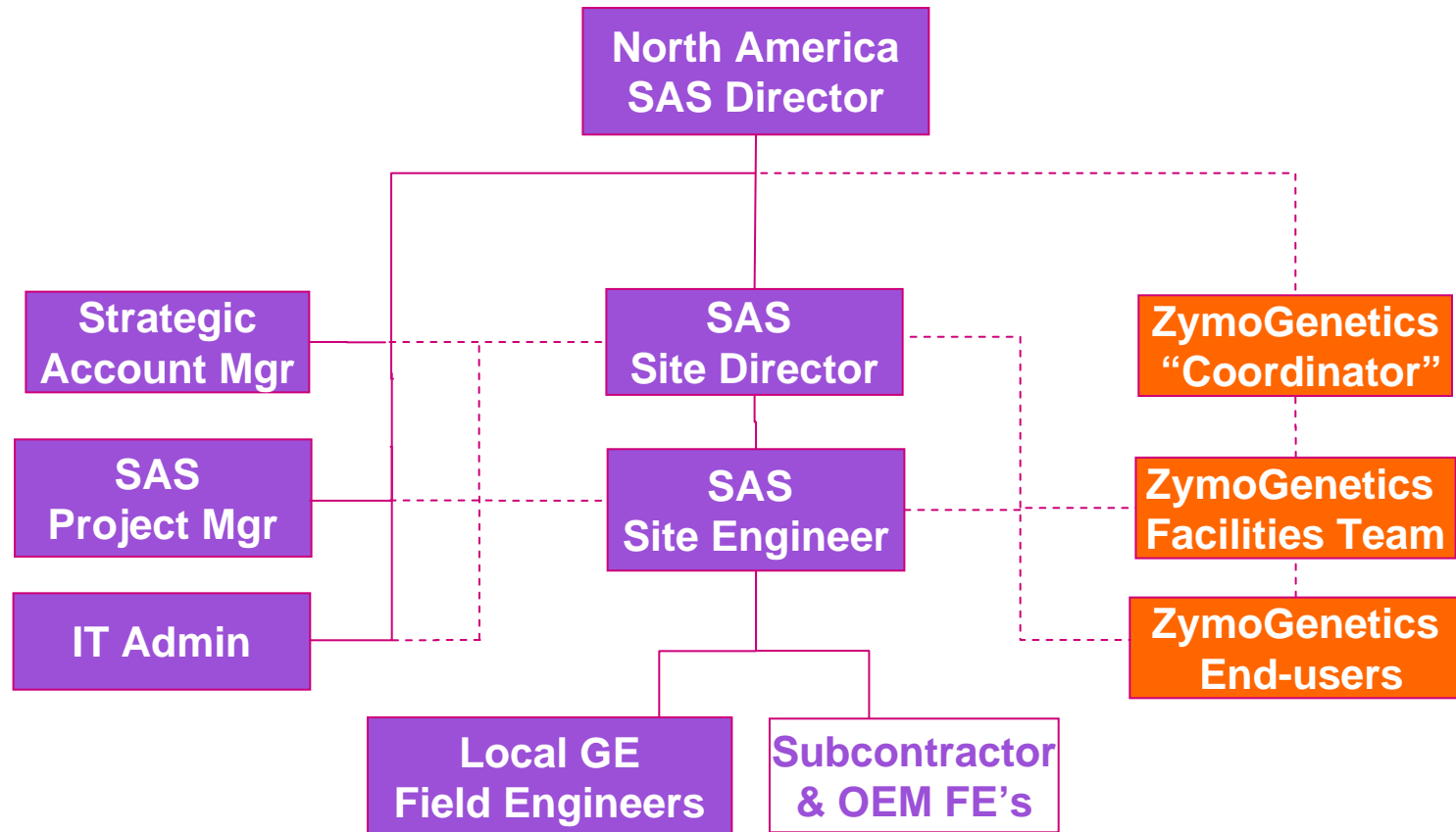
GE Healthcare
Scientific Asset Services
Program Overview

GE Healthcare: Scientific Asset Services

Program built on 14+ years of experience with GE-developed technology, processes and on-site resources, providing:

- Cost Reduction on Scientific Asset Management
- Single source for Corrective Service, Preventive Maintenance and Ongoing Inventory Management
- Faster Service Response with On-Site Technical Support
- Leading Asset Management Technology
- Proven results... *GE currently maintains more than 14,000 different models of non-GE devices*

Zymo SAS Service Delivery and Support Structure



SAS Service Delivery Methods

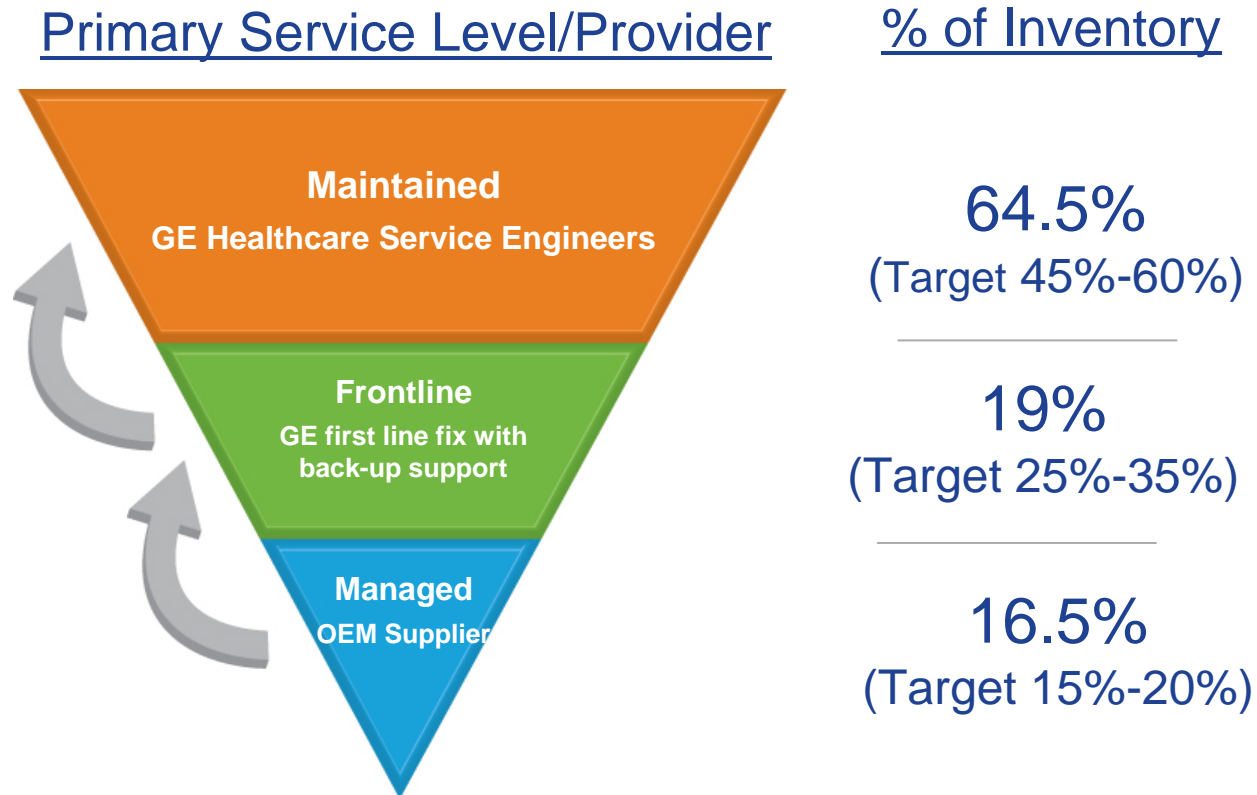
Maintained Assets:

Equipment that GEHC has the ability and skill-set to directly provide full service, either on contract or via T&M

Managed Assets:

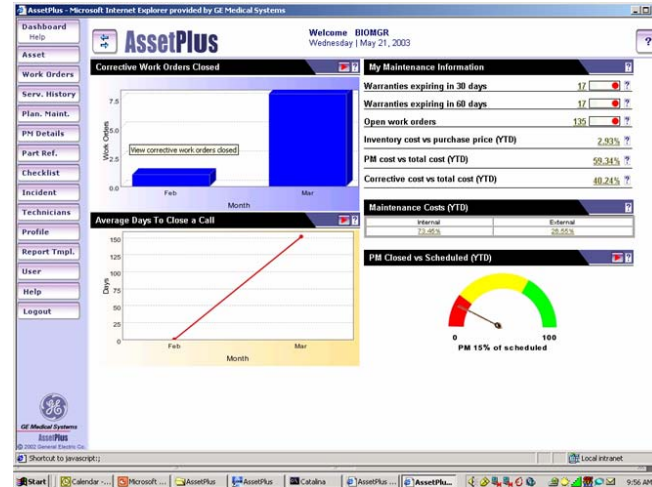
Equipment that is serviced by OEM/3rd party, either on contract or via T&M, managed by GEHC

Zymo SAS Service Delivery Model



GE AssetPlus™ Asset & Service Database

Proven in over 750 facilities worldwide



Asset registration in a single secure database

- Complete Digital inventory with bar-coding
- Enables instant access to instrument service data
- Updates made directly to database
- Minimal data entry... simple, accurate

Web-accessible dashboards and customized reports

- Customizable dashboard
- Regulatory compliance support
- Detailed service and maintenance checklists
- KPIs and Life-cycle costing data
- Export to Excel, pdf, Word, XML...

ZymoGenetics SAS Program Details

- Program Service Coverage
 - Full coverage on all instruments previously under separate OEM contracts
 - Management responsibility for all outside service providers
 - 2 on-site FTE's – Managerial and Technical
- Service Record and Asset Inventory Database Management
 - Maximo and AssetPlus
- Service Contract Administration
 - Weekly status meetings and review of KPI's
 - Standardized process for managing service contracts
 - Recommendations regarding service contract renewals
 - Equipment warranty management

ZymoGenetics SAS Program Impact and Results

- Improved Scientific Productivity
- High Level of Customer Service, Driving End-User Satisfaction
- Management of Outside Service Providers, Improving Service Delivery
- High Quality and Timely Data Reporting
- Lab Instrument Utilization Data, Supporting Asset Mgmt Decisions
- Reduced Administrative Overhead (One PO/Qtr instead of ~40)
- Hard Savings ~20%...plus Soft Savings