INTEGRATED EQUIPMENT INTELLIGENCE & ASSET MANAGEMENT

ISO 9001:2015 Certified

ALL Scientific Technology Group (AST) repairs, maintains, calibrates, certifies and installs mission-critical laboratory equipment, temperature-controlled research equipment, controlled environments, and medical imaging chillers. Backed by more than 76 years of operating history and an ISO 9001:2015–certified Quality Management System, we proudly support healthcare systems, life-science organizations, research institutions, universities, and pharmaceutical manufacturers with dependable, compliance-ready service designed to protect performance, preserve critical assets, and ensure uninterrupted operations.

Equipment We Support

AST services the critical infrastructure that laboratories, hospitals, and research facilities depend on every day:

- Scientific refrigeration (−80°C, −50°C, −20°C systems)
- Temperature-controlled research equipment
- CO_2 incubators and centrifuges
- Environmental chambers
- Biosafety cabinets and chemical fume hoods
- Medical imaging chillers supporting MRI, CT, X-ray, ultrasound, and nuclear medicine
- LN_2 cryogenic systems and compressors

All equipment is treated **as mission-critical infrastructure**, not commodity assets.

CORE SERVICE CAPABILITIES

◆ **Repair, Maintenance & Installation**

All services are delivered under AST's ISO 9001:2015–certified processes, ensuring consistency, traceability, and continuous improvement.

AST provides repair, preventive maintenance, calibration, commissioning, relocation, and emergency response services, including:

Factory-trained, credentialed technicians	OEM-grade parts and consumables	24/7 live dispatch and escalation	Loaner equipment and depot repair options	Digitally logged service records supporting audits, warranties, and regulatory reviews

Services are delivered either directly by AST or through AST's managed, credentialed service partners under centralized, ISO-governed operational control.

◆ **Preventive Maintenance & Rpm Program**

AST's **Recurring Performance Maintenance (RPM)** program enhances manufacturer PM guidelines with digital verification, documentation, and accountability aligned with ISO 9001:2015 requirements.

Asset-specific PM task lists	Verified technician presence
Timestamped service records with photos and notes	Warranty- and audit-ready documentation
Optional integration with remote monitoring	**RPM ensures consistent execution, regulatory compliance, and extended equipment lifespan across all sites.**

◆ **Preventive Maintenance Technicians (Pmts)**

AST deploys **Preventive Maintenance Technicians (PMTs)** dedicated exclusively to inspection, cleaning, testing, and documentation operating within AST's ISO-certified quality framework.

Increases
service capacity

Reduces cost of routine
maintenance

Frees senior technicians
for complex repairs

Improves PM consistency
and compliance

All PMT work is digitally verified spd escalated when corrective action is required.

SERVICE MODELS & COVERAGE OPTIONS

◆ **Full Coverage & Extended Service Agreements**

AST offers flexible coverage alternatives to traditional insurance or OEM warranties, administered under documented, auditable service controls.

- Coverage applied only to selected assets
- No deductibles or pre-approval delays
- Immediate service by AST
- Backed by A-rated insurance carriers
- Administered under Trinity Warranty Company certification

Ideal for high-value, out-of-warranty equipment requiring predictable costs and guaranteed uptime.

◆ **Time & Material (T&M) Agreements**

For organizations requiring flexibility without long-term commitments.

No retainers	24/7 dispatcher access
Full digital service history and compliance tracking	Loaner equipment when required

AST's ISO-governed service infrastructure activates only when needed.

LOGISTICS, ONSITE & MANAGED SERVICES

◆ **White-Glove Logistics & Depot Repair**

AST manages equipment transport and depot repair end-to-end with **documented chain-of-custody and audit-ready records.**

- Pickup scheduling via portal
- Secure transport and staging
- Repair, calibration, QA, and documentation
- Client approval and coordinated redelivery

All logistics events are tracked in real time with full traceability.

◆ **Onsite Advantage™ Stationary Technician Program**

AST can place a dedicated technician directly at a customer facility, operating under AST's ISO 9001:2015 quality system.

Full-time, part-time, or scheduled rotations

No travel delays or emergency surcharges

Higher first-time fix rates

Integrated digital documentation

Onsite technicians maintain direct escalation access to AST's broader technical network.

◆ **Managed Services (Nationwide)**

AST delivers nationwide coverage through a centrally managed service ecosystem governed by standardized quality, safety, and performance controls.

Credentialed technician onboarding

Centralized dispatch via AST's ARK Administrative Resource & Kontrol

Equipment/Asset-level tracking and reporting
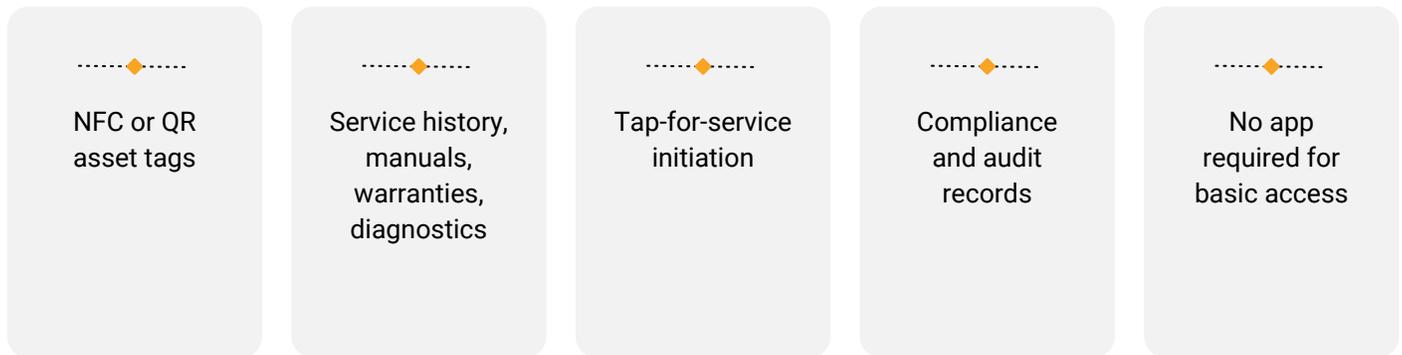
Real-time dashboards and compliance visibility

Ensures consistent service quality across all locations.

SPOTLIGHT

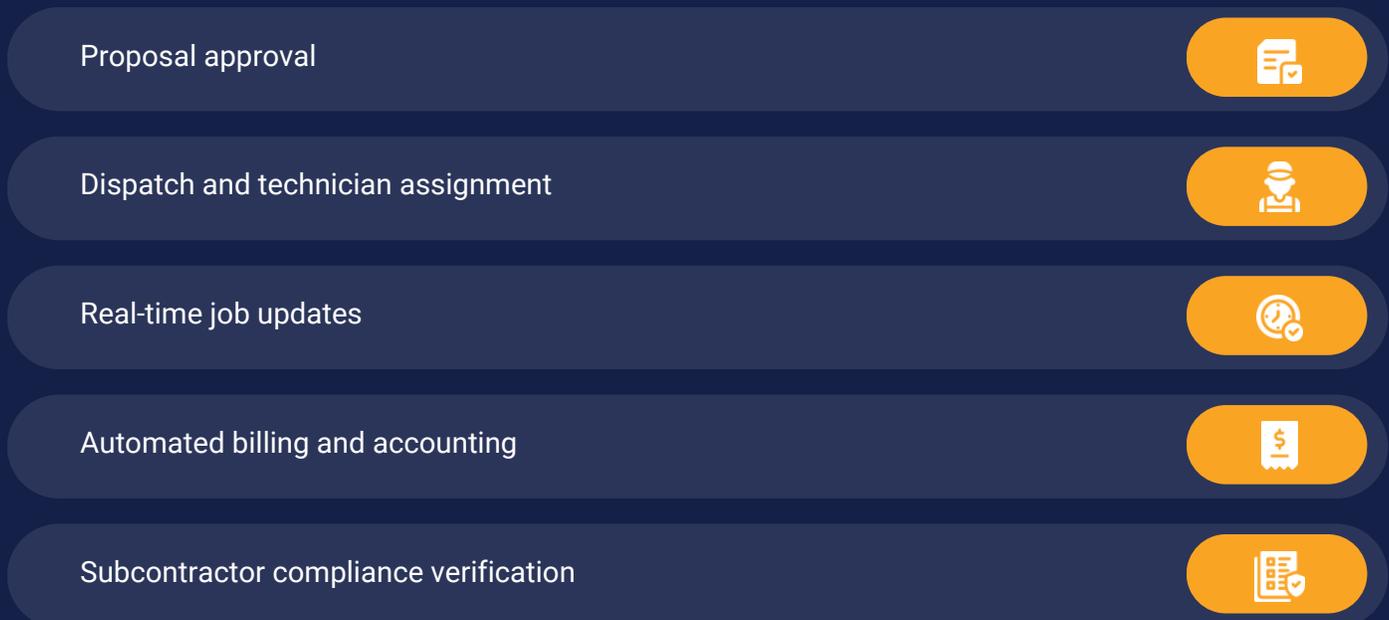## TECHNOLOGY & ASSET INTELLIGENCE PLATFORM

◆ **Equip ID™ – Digital Asset Intelligence**

Equip ID transforms every piece of equipment into a **live digital twin profile**, supporting ISO-aligned documentation and traceability.

NFC or QR asset tags	Service history, manuals, warranties, diagnostics	Tap-for-service initiation	Compliance and audit records	No app required for basic access

◆ **UtilizeCore™ – Service Management Platform**

UtilizeCore manages the entire service workflow using standardized, auditable processes:

- Proposal approval
- Dispatch and technician assignment
- Real-time job updates
- Automated billing and accounting
- Subcontractor compliance verification

◆ **Technician LogBook™ – Technician Credentialing**

Every AST technician carries a digital credential profile supporting **ISO 9001 and ISO 17025 documentation requirements.**

OEM certifications and training records

Safety clearances

Service history by asset type

Clients and auditors can verify technician qualifications in real time.

◆ **Supplier Gauge™ – Performance & Accountability**

Supplier Gauge provides structured, data-driven service reviews aligned with AST's **continuous improvement obligations under ISO 9001:2015.**

Standardized scorecards

SLA and response metrics

Corrective action tracking

Quarterly or annual business reviews

◆ **Remcomm™ – Remote Monitoring & Early Warning**

Remcomm delivers predictive monitoring without requiring a full BMS.

Temperature, pressure, and performance sensors

Early-warning alerts before failure

Trend analysis and audit records

Multi-asset and multi-site scalability

Supports ISO, FDA, GLP, and Joint Commission requirements while reducing emergency failures by up to 90%.

CLIENT SUCCESS & GOVERNANCE

◆ **Client Success Program**

AST's Client Success Program is embedded into its **ISO 9001:2015 Quality Management System**, ensuring accountability beyond service execution.

- Single accountable point of contact
- Proactive check-ins and quarterly reviews
- Technology onboarding and adoption
- Contract renewal and expansion support
- CSAT tracking and continuous improvement

WHAT CLIENTS GAIN

- One accountable, **ISO 9001:2015–certified partner** across service, logistics, coverage, and technology
- 24/7 live support with no call centers
- Verified technicians and audit-ready documentation
- Reduced downtime and predictable outcomes
- Asset-level visibility across the entire equipment lifecycle

ALL SCIENTIFIC TECHNOLOGY GROUP
ISO 9001:2015 CERTIFIED

Exceptional Equipment Service Is in Our DNA.
Innovative Technology Is in Our Toolbox.

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