



## Introducing the Onsite Advantage™ Stationary Technician Program

A dedicated technician assigned directly at your facility to eliminate travel delays, lower service costs, and ensure quick response to maintenance and repair needs.

## CHALLENGE

High-dependency environments such as laboratories, pharmaceutical manufacturers, research centers, and healthcare facilities cannot tolerate the downtime caused by traditional service models.



Technicians lose time traveling between sites



Service requests are delayed in queues because of scheduling conflicts.



Emergency calls trigger premium costs and delayed resolutions



Documentation is spread across multiple vendors and formats

## SOLUTION OVERVIEW

The Onsite Advantage™ places a Preventive & Repair Technician directly at your location. This technician becomes an integral part of your team, equipped with parts, digital tools, and direct escalation support, allowing for instant service without delay.

## KEY BENEFITS

- Instant Response:** Eliminates travel time and scheduling delays
- Predictable Cost Structure:** No trip charges or emergency surcharges
- Higher First-Time Fix Rates:** Technician is familiar with your equipment and environment
- Integrated Compliance Documentation:** All work logged digitally via asset management and work order management platforms

## HOW IT WORKS

01

### Facility Assessment & Deployment Model Selection

- Full-Time (5 Days/Week)
- Part-Time Rotation (1-3 Days/Week)
- Scheduled Maintenance Runs (Monthly / Quarterly)

02

### Technician Equipped with Walking Route™ Tool Kit

- Asset-specific parts & consumables
- Digital tap-to-service workflows via Equip ID
- PM checklists and escalation protocols

03

### Direct Connection to ALL Scientific Field Network

- Complex repairs escalated instantly
- OEM support, warranty routing, and replacement coordination

