Fisher Scientific

GETTING STARTED with MANAGED SERVICES

Getting on the right path with Fisher Scientific Managed Services is easy!
With a few simple steps, you can start saving money, increasing research productivity, and improving regulatory compliance.
Contact your local Fisher Scientific Representative or email us at managed.services@thermofisher.com.

Service Evaluations

A Service Evaluation is a high-level review of your processes used to determine how our Managed Services Team can best impact your operations. A basic Service Evaluation is provided free of charge and, depending on the scope, takes only a few days to perform. The overall goal of the evaluation is to establish the service requirements, design a solution to meet your business objectives, and create a platform for future improvements.

Service Evaluations can be performed on any service in our portfolio.

Needs Assessments

A Needs Assessment is a deep-dive, comprehensive, end-to-end review of a complete process to identify and implement the significant improvements needed to meet your business objectives. Needs Assessments are performed by our Professional Services Consultants for a fee and can cover the procurement, inventory management, and chemical management life cycle processes.

"The Mini Assessment"

If you are looking at smaller or sub-processes, our consultants can deliver a Mini Assessment, which looks at a single component of a process. Mini Assessments operate at a higher level than a full Needs Assessment and allow for focused process improvements, making changes that are simple and quick to implement. Mini Assessments are performed on the chemical management process, the receiving and delivery process, the mailroom process, and stockroom space optimization.

SERVICE EVALUATION—*How it works:*

Getting Started:

- Contact your Fisher Scientific Sales or Managed Services Representative to review your objectives
- Identify any options you want to add to the evaluation
- Schedule the evaluation

What you need to prepare:

- A site/process tour
- An interview schedule with pre-identified personnel
- Any requested data for the evaluation

During the Evaluation:

- Facilitate the tour and interviews
- Provide us with any additional data needed
- Estimated timeline is usually 1–2 days in length

After the Evaluation:

- We'll present the findings to your team
- After confirming the desired solution, we'll create a customized proposal to meet your business needs.

ASSESSMENTS—*How they work:*

Getting Started:

- Contact your Fisher Scientific Sales or Managed Services Representative to review your objectives
- Clarify the scope of the assessment: comprehensive or mini
- Managed Services will prepare a Needs Assessment Proposal outlining activities, timeline, and fees

What you need to prepare:

- Assign a point of contact for the assessment
- Prepare data and forward as requested in proposal, Typical data required includes purchase history, freight expenditures, site demographics, etc.
- Forward e-surveys as required

During the Assessment:

- Facilitate on-site activities and access to office space
- Coordinate visits, facility inspections, interviews, additional data requests, and other items as identified in proposal
- Facilitate meetings
- As a process check, Managed Services will deliver a Baseline Report documenting the current state
- Full Assessments normally take 2–3 months to complete
- Mini Assessments take approximately 4 weeks to complete

After the Assessment:

- We'll create and present a Findings Presentation and an Assessment Report
- If requested, we'll provide a follow-up proposal

What's Included:

	NEEDS ASSESSMENT A deep-dive, comprehensive review	MINI ASSESSMENT* A focused review of a sub-process	SERVICE EVALUATION* High-level review of a process
1. Analysis of current operations			
Reviews processes at a high level			○
Analyzes the complete end-to-end process	●		
Creates "Current Process" mapping for clear and consistent understanding	●	◐	
Analyzes data using various techniques, depending on desired information • *Velocity Analysis* • *Spend Analysis* • *Activity-Based Costing*	●	○	
Develops current Total Cost of Ownership as a baseline for further analysis	●		
Creates presentation of current picture	●	◐	○
Establishes the Baseline Report as the definitive review of the current operations	●	◐	
2. Review of opportunities for improvement			
Determines potential service solutions and compares to current processes			○
Defines gap between Current Process vs. Fisher Scientific Best Demonstrated Practices	●	◐	
Reviews potential technologies needed to support the possible processes • *E-commerce* • *Package Tracking* • *Inventory Management* • *Chemical Tracking*	●	◐	○
Engineers possible alternative solutions	●	○	
Clearly defines proposed process through mapping	●	◐	
Estimates the projected new Total Cost of Ownership	●		
3. Decide on optimal solutions and create plans			
Recommends solutions to achieve desired results	●	◐	○
Analyzes the financial impact of proposed solutions	●	○	○
Provides an implementation roadmap for moving forward with the solution	●	○	
Final Assessment Report	●	○	

* Optional components available for an additional charge

LEVEL OF DETAIL

- ○ High Level Quick Overview
- ◐ Moderate Review
- ● Significant Deep-Dive Review

Getting Started—here's what you need to do:

- Commit your time to make it work.
- Provide us with access to key personnel and information for data gathering.
- Fund the process. (Basic Service Evaluation is provided free of charge.)

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For customer service: call 1-800-766-7000
To fax an order: use 1-800-926-1166
To order online: www.fishersci.com

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