

FOOD SAFETY & QUALITY EXPERT SERVICES

Optimize your operations
Minimize your risks



Your Trusted Partner in Augmented Diagnostics

Every step of the way, our team of experts are your trusted

partners to help you get the most out of your investment.



EXPERT SERVICES

Keep advancing and innovating with our experts

bioMérieux supports you in addressing operational and microbial challenges in and out of the lab: going beyond test results, we help you implement innovative Risk Management frameworks and move from detection to prevention.

We combine advanced **expertise in microbiology, molecular biology, genomics, data sciences and food engineering** to provide you with tailored solutions and help you keep safe and optimized operations.

Leverage the unique combination of our network of experts and bring your operations to the next level

- ✓ Genomics and metagenomics for Root Cause Analysis and Risk Management
- ✓ Environmental Monitoring plans (assessment, training, digitization, optimization)
- ✓ Bioinformatics, Data Modelling and Data Sciences
- ✓ Lab consultancy and operations optimization
- ✓ Scientific & Regulatory Affairs



FEASIBILITY STUDY

Secure your investment and ensure your product and method compatibility

Evaluating fitness for purpose is essential when transitioning to a new analytical method. Based on your samples, we conduct a comprehensive feasibility study **to confirm the compatibility of your matrices** with bioMérieux platforms.

You will benefit from:

- ✓ A clear confirmation of your product compatibility with our platform
- ✓ A complete compatibility report supporting the assessment



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INSTRUMENT SERVICE PLANS & SUPPORT

Ensure long-term performance and support your business growth

Maintaining the performance of the solution you invest in is key to accompany your business development. Our service contracts enable you to **maximize the uptime of your system while maintaining the quality and consistency of the results.**

You optimize your lab business continuity, ensure compliance, and maintain the reliability of your QC results.

You will benefit from:

- ✓ Advanced trainings
- ✓ Priority access to expert hotline support
- ✓ Best-in-class customer service support
- ✓ Software updates and security patches
- ✓ Service plans tailored to your needs and usage



CONNECTIVITY & REMOTE SOLUTIONS

Boost your profitability with increased system uptime

When every minute counts, instant technical support keeps your lab and production running at full speed. Focus on what matters most—production and release. Our experts deliver **fast, seamless virtual assistance to optimize your testing workflow.**

Our Remote Service solutions enable **system troubleshooting and diagnosis**, as well as on-demand system updates, **proactive maintenance** and **remote coaching.**



100% remote and secure



Easy-to-connect customer support



Included in all service contracts



BIOMÉRIEUX+

Your single digital entry point to bioMérieux

Manage your orders, account information, and support in one secure platform.

You will benefit from:

- ✓ Order with ease: Personalized catalog with your products and pricing
- ✓ Access information anytime: Orders, invoices, and documentation all in one place
- ✓ Stay informed: Real-time order tracking and support visibility



**YOUR TRUSTED PARTNER
IN AUGMENTED DIAGNOSTICS**

PRODUCTIVITY



Maximize your system uptime

QUALITY



Ensure compliance with regulatory standards

EFFICIENCY



Improve your operation processes

DECISION-MAKING



Provide actionable insights

RISK MANAGEMENT



Implement risk-based preventive measures