



A European IT company specialized in scientific instrumentation

We supply « ready to use » computer equipment and tailored services to suite your needs

1 Catalogue & Pre-Sales Assistance

We provide a web catalogue with all your configurations (PCs, laptops, industrial PCs, servers, printers, cards and software).

We also supply access to non catalogue products at your request (other brands, RAID solutions, higher configurations, backup solutions, software, ...).

2 Personalized Logistics

All products listed in your catalogue are immediately available from our own stocks.

You choose the address (your factories, your subsidiaries, your clients) and time of delivery; express (24hrs), standard (2-5 days), or future date (1week, 3weeks, 2 months, ...).

We adapt our administrative process to fit your needs (references, order confirmations, delivery notes, invoices, ...).

3 Customized Integration

All computer operating systems are fully installed and activated, preconfigured (wallpaper, screen saver) and their warranty registered (in your or your client's name) at the delivery date of your order.

All our products are fully adapted to the country of destination (keyboard/operating system language, and power cables).

We install, activate and register your instrument's software (license management, activation keys, and dongles, ...) and manage your software library.

4 After Sales Service

With access to our free-of-charge multilingual call-centre (FR, ENG, GER, ITA, SPA, NL) we will diagnose your problem and, if needed, we will put you in contact with the constructor's helpdesk. Our technicians solve **more than 70%** technical support requests by telephone!

Via our Maintenance Contracts we propose to solve the remaining 30% of incidents in the same way as you manage your consumables. **Defective or faulty, we change it!** You can choose a warranty period of 1 to 5 years with your order or at a later date.

References: Thermo Fisher Scientific/Dionex – Agilent Technologies/Varian – Gilson – Perkin Elmer/Caliper Life Sciences – Shimadzu – Mettler Toledo – Bruker – Malvern Instruments - Anton Paar – Htds – Interscience – BioServ - Cybio – Thermo Fisher Scientific/Dionex - Perkin Elmer/Caliper Life Sciences – GE HealthCare – Agilent Technologies/Varian – Greiner Bio-One – Qiagen - Tecan...





Forget IT problems and improve the quality of your products and services

Your IT management will give added value to your offers

1 Sales & Marketing

You control the whole instrumentation chain (instrument, software, data).

You dispose of a European-wide solution that can reply to your entire client's IT needs.

Your configurations are available free of charge for demonstrations, loans, tests and exhibitions.

2 Logistics & Purchasing

We streamline your buying process and administrative organization.

You dispose of IT goods stocked permanently in Europe without any constraints; financial, storage space or obsolescence.

You optimise your purchases and reduce your number of IT suppliers.

3 Productivity

You improve your operational costs by reducing production time during installation, during a support call, and via less onsite interventions.

Even for previous technologies (ISA Slot, Serial Ports, BNC, ...) and older operating systems no longer available commercially (WNT4, W2K, WXP, ...) you now have a solution!

4 Quality and Improvement

You can focus your company's energy on the core of your business.

You will improve the quality of your service and your client satisfaction.

We will provide you with a Technology Watch for the IT market.

LabService Southern Europe
(Toulouse – France)
contact@labservice.com
+33 562 893 030

LabService Northern Europe
(Hamburg – Germany)
contact@labservice.com
+ 49 40 88 23 66 93

Sales Department : **Virgile GEFFROY**

