

LIFECYCLE MANAGEMENT SERVICES

Designed around
your needs.







SERVICES THROUGHOUT THE ENTIRE EQUIPMENT LIFECYCLE

WITH SEVERAL SERVICES, TOOLS AND RESOURCES, WE WORK ALONGSIDE OUR CUSTOMERS TO OPTIMALLY SUPPORT THEM THROUGHOUT THE ENTIRE LIFECYCLE OF THEIR INSTALLED SYSTEMS.

This begins in the initial phase with process and plant engineering, thanks to our Competence Center, and continues all the way through to the commissioning and modernisation of the equipment and systems.

No matter where the customer is along the lifecycle, our goal is to support them with tailor-made solutions, to ensure lasting business success.

We are committed to ensuring ongoing success of their business activities by offering continuous and personalised

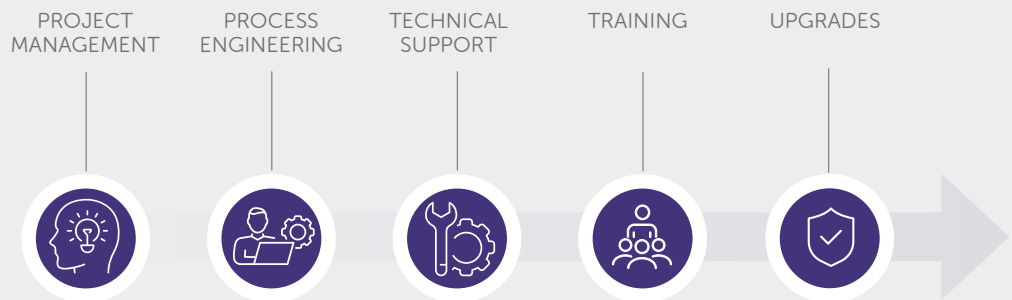
assistance that includes technical consultations, operator training, preventive and corrective maintenance, upgrades and after-sales support. In this way, we ensure that every customer can derive maximum value from their investments, improving operational efficiency, reducing downtime and optimising the overall performance of their equipment.

With a customer-oriented approach and dedication to quality and innovation, we aim to be a reliable and strategic partner for the long-term success of our customers.

IMA THOMAS LIFECYCLE MANAGEMENT SERVICES

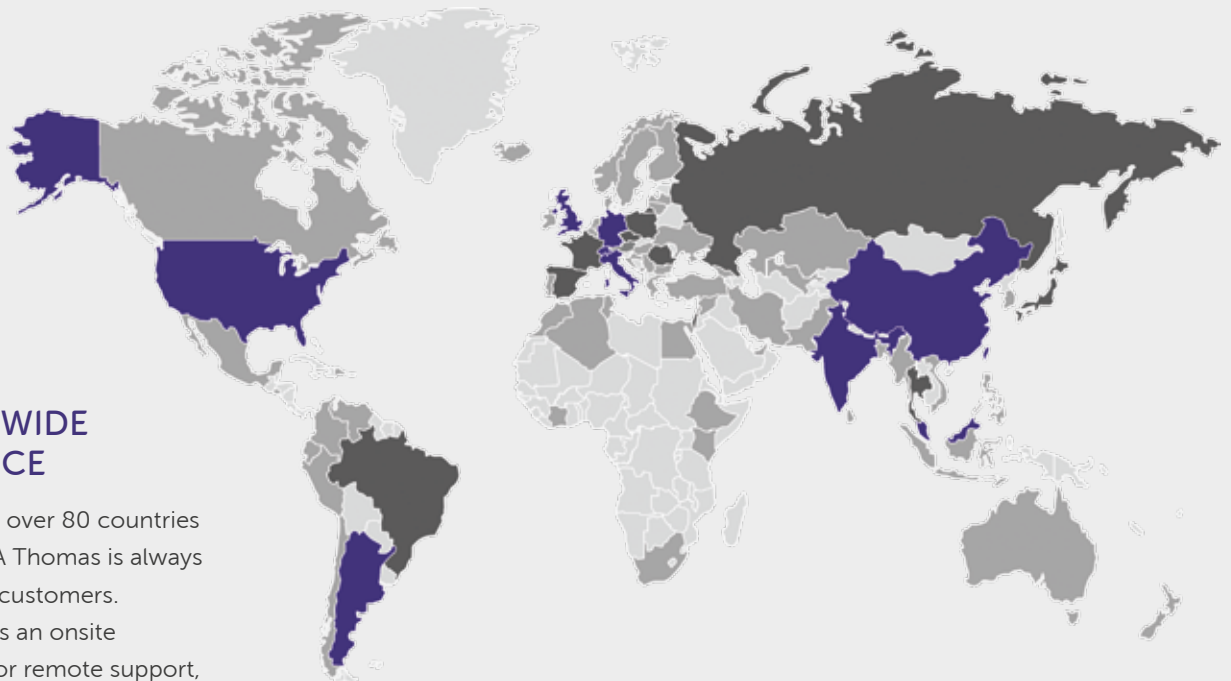
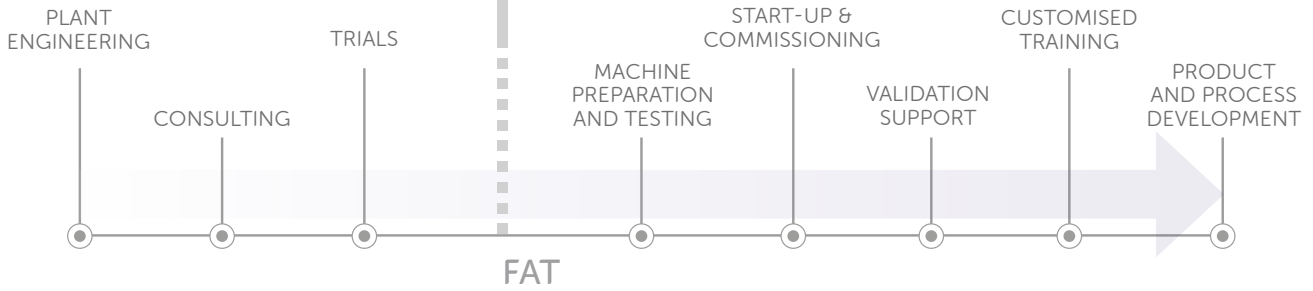
IMA Thomas' goal is to become a trusted partner for its customers. And that's why we work constantly to meet your every requirement with tailored solutions and guarantee maximum flexibility with our skills. From the initial orientation phase, we offer our technical consulting services and expertise to turn your idea into reality.

The partnership between IMA Thomas and its customers does not end with a sale. Our services are specifically designed to meet your specific needs throughout the entire lifecycle of the machine. That's why our customers reward us with repeat business over time.



PRE-SALES PHASE

AFTER-SALES PHASE



WORLDWIDE PRESENCE

Presence in over 80 countries ensures IMA Thomas is always close to its customers. Whether it is an onsite inspection or remote support, our highly specialised technicians are ready to provide it as quickly as possible.

- IMA FACILITIES
- IMA BRANCHES
- IMA LOCAL AGENTS

A TEAM OF SPECIALISTS AT YOUR DISPOSAL

IMA Thomas' customers can count on a team of specialists to meet all after-sales service requests quickly and accurately, both in terms of on-site, frontline service and remote technical support. Wherever you are in the world and at any time, IMA Thomas is there with you.



PROJECT MANAGEMENT

Several key advantages derive from project management, including efficient resource allocation, optimal use of personnel, equipment and materials, thereby cutting costs and preventing delays. In an industry governed by strict regulations, project management ensures robust compliance. It involves meticulous planning and execution to meet all regulatory requirements, reducing the risk of costly setbacks due to non-compliance.

Prone to uncertainties, pharmaceutical projects frequently need to focus on risk mitigation. Project Managers work to identify, assess and mitigate these risks proactively, minimising disruptions and potential losses. Moreover, project management helps respect schedules, a crucial factor in a sector where timely product launches are paramount for competitiveness and revenue.

Cost control resulting from correct project management is a significant benefit. By monitoring expenses and optimising spending, financial performance is enhanced, driving profitability despite the substantial investments typical of the industry.



- 1 ORGANIZATION**
and participation in the kick-off meeting
- 2 PREPARATION AND MANAGEMENT**
of the "open issues list" document
- 3 PREPARATION AND MANAGEMENT**
of the project schedule
- 4 ISSUE OF LAYOUT DRAWINGS**
for customer approval
- 5 PROJECT FOLLOW-UP**
with periodic teleconferences
- 6 CHANGE REQUEST**
management
- 7 COORDINATION**
of the dedicated internal project team
- 8 SUPERVISION**
of VIT activities
- 9 MANAGEMENT AND ATTENDANCE**
of FAT activities
- 10 SUPERVISION**
of shipping operations
- 11 PLANNING AND COORDINATION**
of on-site activities in collaboration with the After-Sales Department



PROCESS ENGINEERING

As a specialised unit devoted to fostering and developing expertise in Oral Solid Dose, the IMA Thomas Competence Center serves as a centralised hub for knowledge and resources, providing support, training and guidance to individuals or teams working within that domain. The IMA Thomas Competence Center drives innovation, improve processes, and maintain a competitive edge in OSD innovation.



TEST

Wherever you are and whenever you require support or supervision from our OSD processing experts, the IMA Thomas Competence Center team is ready to partner you during all the production phases, from process implementation up to process validation. Our first-hand experience within the industry will facilitate each step, enabling customers to optimise their investment by outlining the context, identifying key parameters and securing the ideal approach from an early stage.

DEVELOP

We take every opportunity to proactively guide you throughout key phases such as formulation development or when technical batches will tune the process for qualification and validation. By transferring vital know-how and suggesting correct methods for important tasks, we follow your team closely as they approach machine start-up time. The IMA Thomas Competence Center contains a wealth of knowledge that customers can tap into to make sure their objectives are achieved.

OPTIMISE

Whether you are initiating a new production process or adapting an existing one to the market's evolving needs, the IMA Thomas Competence Center is at your disposal to optimise every aspect that will impact your product, your facility and your performance. Training opportunities, remote assistance, troubleshooting and a broad selection of educational topics are available and can be tailored to expand your knowledge and skills. Our aim is to provide you with the tools to optimise your production.







TECHNICAL SUPPORT

REMOTE ASSISTANCE SOLUTIONS

IMA Digital Service Solutions aim to offer remote support and to restore production quickly. Through selected tools, a remote IMA Thomas expert is able to promptly facilitate the resolution of technical problems occurring on the machine.

HOURLY PACKAGES

IMA Thomas engineers connect remotely to the customer's machine to investigate and solve technical issues. The remote connection is possible thanks to the router installed on the machine. Remote assistance guarantees efficient communication and rapid diagnosis.

ROUND-THE-CLOCK SERVICE

IMA has created an online environment where key information and guidance are permanently at customer's disposal.

Whether it means accessing technical documentation or simply ordering spare parts, customer are able to control and coordinate a fundamental part of their needs.

CUSTOMER SERVICE PORTAL

The IMA Customer Service Portal offers services aimed at better and more efficient management of your installed base. Created to give you access to a wide range of tools, it allows you to focus on what really matters to your business.

- 360° TRAINING
- SPARE PARTS LOGISTICS
- MANAGEMENT OF SIZE PARTS UPGRADES & REVAMPING
- IMPROVEMENT OF PROGRAMMED MAINTENANCE
- CONSULTING & ANALYTIC SUPPORT

MYIMA SPARE PARTS

MyIMA Spare Parts is an online service available 24/7 providing immediate information on real-time availability of spare parts, unit price and position on the machine. The service was developed to be fully customisable and user-friendly: information given relates specifically to the machine installed at the customer's premises, its components and their unit price. Parts are selected and ordered with a simple click.

MyIMA Spare Parts is a strategic service for the customer's warehouse organisation and management, simplifying stock planning.



CORRECTIVE MAINTENANCE

When the customer needs support to solve an unexpected technical issue or to relocate their equipment, IMA Thomas provides a range of services that address each type of requirement. Ranging from special packages to on-site interventions, these services are a prompt and effective answer.

SERVICE 8/5

The 8/5 yearly package is a flat-rate full package that includes phone and remote support for technical issues. It ensures priority response in case of an emergency to reduce machine downtime and obtain quick diagnosis.

ONSITE TECHNICIAN

IMA Thomas specialists offer on-site service, tailored to customer's needs, whenever and wherever needed.

RELOCATION SERVICE

If the customer needs to relocate a machine or a complete line to another facility, IMA Thomas can provide technical support during installation and validation.

PROGRAMMED MAINTENANCE

Scheduled maintenance is a strategy that helps to protect your investment, extending the quality of its performance over time through targeted activities which are planned, and prevent unwanted downtimes or production stoppages.

- PERIODIC INSPECTIONS AND AUDITS
- TIME AND CONDITION-BASED MAINTENANCE
- MAINTENANCE CONTRACTS
- CALIBRATION SERVICES
- SPARE PARTS PLANNING FOR SCHEDULED MAINTENANCE

E-CHECK

Periodically, our specialists can connect remotely to your machine to identify possible issues and perform automation system maintenance. This includes a detailed analysis of system log files to detect any anomalies, hardware diagnostics to validate the memory, I/O, CPU hard disk units, and other peripheral devices. Additionally, a high-level review of the SQL Server instance configuration is conducted, as well as checking the configuration of DBS and log files. An analysis of workload performance, quality analysis of indices and statistics, and backup configurations to be stored on IMA archives are also performed. Configuration optimisation includes wiping temporary files and optimising DB files. We also provide support for system and data backup of customer assets.

SUPPORT TO CALIBRATION

Accuracy and reliability are fundamental when it comes to making measurements. Our expert team ensures reliable support with a selection of professional calibration services for a wide range of measuring instruments. This keeps precision and compliance to the highest standards.

EXTENDED WARRANTY

Our Extended Warranty protects your investments, making uncertainty a thing of the past. By offering extended coverage plans tailored to meet your needs, we help you take best care of your equipment over time.





TRAINING

IMA Thomas arranges training for all areas relating to production and to the various operator profiles: operator, electrical maintenance technician, mechanical maintenance technician and supervisor. Training is fully customisable and focuses on the serial number and configuration installed at the customer's premises. The customer chooses whether to opt for training at IMA or at its own premises, in a classroom setting or on-the-machine coaching. Operators or technicians who pass the training tests will receive an official certificate detailing all the skills acquired.

DIGITAL TRAINING

Digital training helps the operator to get familiar with machine functions and proper use before they start working on the machine. The new operator will get to know all aspects of the machine directly from a PC through integrated video content.

- MACHINE OPERATION
- SAFETY PROCEDURES
- CLEANING AND MAINTENANCE PROCEDURES
- FORMAT CHANGEOVER
- TROUBLESHOOTING

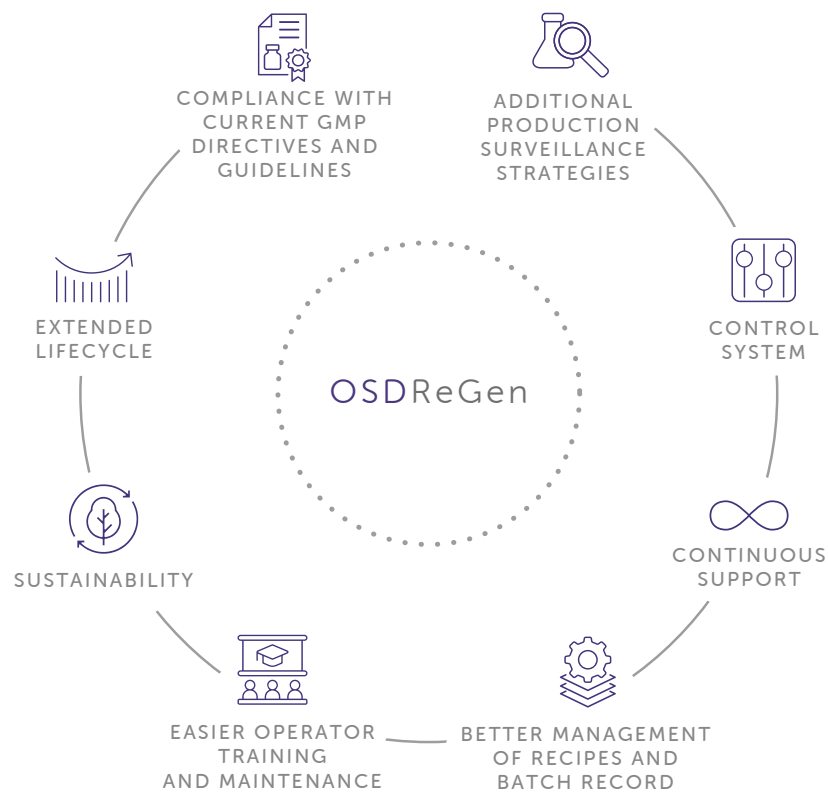
ONSITE PRACTICAL MAINTENANCE TRAINING

The expertise of technicians is crucial for keeping downtime to a minimum. IMA Thomas organises customisable training sessions on all maintenance-related topics.

OSDReGen

Technology is constantly evolving, and upgrading your equipment is key to keeping up with innovations and extending the lifecycle of your machines. Thanks to OSDReGen, customers can benefit from:

- INCREASING THE LIFE SPAN OF MACHINES
- COMPLIANCE WITH CURRENT GUIDELINES AND REQUIREMENTS (ANSI/ISA-88, FDA PART 11, GAMP, MHRA GMP DATA INTEGRITY)
- EASIER OPERATOR TRAINING AND MAINTENANCE
- BETTER MANAGEMENT OF RECIPES AND BATCH RECORD
- ADDITIONAL PRODUCTION SURVEILLANCE STRATEGIES



MAX, HUMAN MACHINE INTERFACE WELCOME TO THE MODERN DIGITAL FACTORY

MAX is the latest generation IMA Human Machine Interface based on iFix KORTEX SCADA. This system is designed to harmonise and improve the user experience and interaction.

COMMUNICATION AREA: keep your staff connected at all times

MULTI-USER ACCESS: set up accounts with different privileges for each user

USER GUIDANCE AREA: minimise errors and time spent on simple tasks

CONFIGURABLE AREA: collect, monitor and display data correctly



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