



Positively impacting the health  
of your patients and organisation

**ThermoFisher**  
SCIENTIFIC

# Everyone is focusing on the changing healthcare landscape

## Healthcare providers are balancing objectives

For healthcare providers, business today comes down to a balancing act to provide the very best outcomes for patients, operate at maximum efficiency while managing staff and costs.

## Supply partners must align with healthcare provider objectives

Thermo Fisher Scientific has taken our broad knowledge base and paired it with your feedback and experience to better understand the challenges in the healthcare industry.

By working together, we will be able to positively impact the health of your patients and the success of your organisation through improved clinical, operational and financial outcomes.





Provider

Patient

Supplier

Together, we can effect better outcomes

# Impacting positive clinical outcomes

Improve patient outcomes and achieve higher performance metrics with products and expertise from Thermo Fisher to deliver high value solutions.

- Diagnostic products and services for improved clinical outcomes with faster, more efficient and accurate diagnosis
- Products to support the prevention and prediction of disease
- Technologies to support personalised medicine approaches
- Technical support and training to increase productivity in the ward, surgery and laboratory





## Hospital and patient care:

Our healthcare expertise supports safe and positive patient outcomes, with solutions for hospitals, primary care, emergency services, operating theatres and community care.

- Surgical and operating room
- Custom procedure packs
- Critical care
- Clinical consumables
- Clinical apparel
- Infection control
- Sterilisation
- Diagnostic imaging
- Patient and staff safety
- Compounding pharmacy

## Pathology and diagnostics:

Our clinical expertise enables us to help improve quality measures with faster, more efficient and accurate diagnostics for clinical pathology and clinical research.

- Anatomical pathology
- Clinical microbiology
- Molecular diagnostics
- Condition and disease diagnostics
- Clinical chemistry
- LIMS systems
- Biobanking solutions
- Reproductive health
- Laboratory instrumentation
- Laboratory consumables



## Customer service

With customer service centres located in both Australia and New Zealand, our operators are available to provide the highest level of service and support possible.

- Our locally based call centre operators will answer your call within 10 seconds
- Order confirmations sent (email/fax) upon completion of order entry
- Dangerous goods and permits tracked with SDS available via web link with order confirmation
- In-stock items despatched same-day for orders received before 2 pm.
- Dispatch alerts with tracking details sent on the day of dispatch



## e-Commerce solutions

In addition to phone, fax and email; orders can be placed via our e-commerce platform further optimising business processes and efficiencies.

- Automate procurement processes with direct system integration or through 3rd party providers
- Electronic invoicing provides reduced processing costs and supports a greener footprint
- Efficiently manage purchasing with online quotes, invoices and statements
- View prices and stock availability in real time
- Order templates for routinely purchased items



## Supply chain

Managing supply chain complexities requires a specialised partner. Thermo Fisher's extensive supply chain network can help improve your operational and supply efficiencies.

- 8 distribution centres in Australia and New Zealand strategically placed to support the needs of local customers
  - Minimising freight costs
  - Faster supply
- Extensive cold chain infrastructure (2 to 8°C and -20°C)
- Customise stocking where needed
  - Batch reservation and tracking
  - Critical item reserves
  - Minimum expiry date requirements
- Regulatory resource for meeting strict AQIS/MAF and dangerous goods requirements

## Impacting operational outcomes

Optimise outputs and improve operational efficiency with our customer service, e-commerce and supply chain expertise.

# Impacting financial outcomes

By providing products and services that assist to reduce costs, enable consolidation of suppliers, and provide ongoing support; we have the ability to help improve your financial performance.





## Consolidation of suppliers

Our broad range of self-manufactured and supplier partner products enable us to support supplier consolidation efforts and reduce overall costs.

- Reduce multiple order placement and administrative costs
- Order and delivery consolidation to reduce freight and handling
- Competitive contracts with sustained savings throughout the life of the agreement
- Integrated e-commerce solutions that reduce manual processes and administration

## Application specialist support

Our highly responsive application support teams are located across both Australia and New Zealand to ensure ongoing local support, workflow optimisation and technical consultation.

- Applications support and consultation to assist with solving complex analytical challenges
- Post-sale training programs and support to ensure optimal product performance
- Refresher and super user training solutions to maintain staff competency
- Workflow solutions to enable staff to work more efficiently
- Support for regulatory compliance to help reduction in associated QC costs

## Ongoing support of assets

Our factory trained technical service teams make us a strong partner for your organisation enabling the ongoing maintenance of assets to increase uptime, efficiency and continuity of operations.

- Capable service support and high quality products that reduce total cost of ownership
- NATA and IANZ certified calibration laboratories
- Pre-delivery checks, delivery and installation, commissioning services

# Brands we represent

## Thermo Fisher Scientific Brands

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**thermo**  
scientific

**applied**  
biosystems

**invitrogen**

**fisher**  
scientific

**gibco**

**iontorrent**

## Locally Manufactured Product Brands

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**promed.**

**LabServ**

**Ajax Finechem**

**Fronine**  
First for Pathology

**dataTaker**

## Trusted Supplier Partner Brands

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**3M**

**Alere**

**Ansell**

**ArcRoyal**  
AN OWENS & MINOR COMPANY

**bbe**  
moldaenke

**bertin**  
TECHNOLOGIES

**blacklinesafety**

**BRIEMARPAK**

**CHART**  
Innovation. Experience. Performance.™

**Cryo Bio System**  
Groupe I.M.V. Technologies

**ELGA**

**WIPAK**

**GLASSCO**

**Kartell**

**KIMBLE CHASE**

**Kimberly-Clark**  
PROFESSIONAL

**KUMMAS**  
CORPORATION

**Nasco**

**PARKER**  
Parker Laboratories, Inc.

**PDI**  
BE THE DIFFERENCE

**sartorius**

**SciLabware**  
AZLO® DIL® PYREX® QUICKFIT®

**TERUMO**  
We keep life flowing

**Whatman**  
Part of GE Healthcare

**WHEATON** Science Products

# Find out more



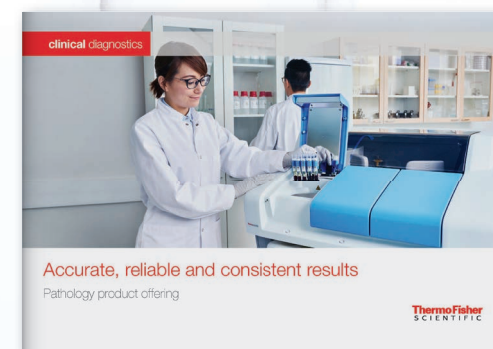
Hospital and Patient Care Product Offering

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More resources available at

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**In Australia:**

For customer service, call 1300-735-292

To fax an order, use 1800-067-639

To email an order, [ordersau@thermofisher.com](mailto:ordersau@thermofisher.com)

Find out more at

**[thermofisher.com.au/hcd](http://thermofisher.com.au/hcd)**

**In New Zealand:**

For customer service, call 0800-933-966

To fax an order, use 0800-329-246

To email an order, [ordersnz@thermofisher.com](mailto:ordersnz@thermofisher.com)

Find out more at

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