

Stevanato Group launches After-sales Service Offering for Technologies and Manufacturing Equipment by Establishing a Global Network

Pharma companies will benefit from full lifecycle management via the newly established SG after-sales department, which will support them with customized ongoing customer service that also leverages digital technologies

Stevanato Group, a leading producer of glass primary packaging and provider of integrated capabilities for drug delivery systems, has launched an updated comprehensive, global after-sales service offering for pharmaceutical customers. Effective from January this year, companies purchasing Stevanato Group glass converting, visual inspection, assembly and packaging equipment will have a dedicated structure and a single point of contact. Committed to delivering a more customized experience for optimal machine maintenance, performance and utilization, the after-sales department will rely on a network of some 60 professionals across the Americas, Europe and Asia-Pacific.

For customers in North America, Stevanato Group has signed an agreement with Packaging Efficiency Solutions, PES, headquartered in Denville, New Jersey. PES will be providing services such as troubleshooting and technical support for Stevanato Group projects. The company also will share a space at its facility for Stevanato Group equipment demonstrations and training sessions.

Stevanato Group is also adopting a personalized after-sales approach designed to better address the full life cycle of its wide range of equipment. It covers all post-sales service initiatives, including maintenance, line improvement, training, spare parts & logistics and line conversion, and has a focus on digitalization. In addition to the ability to retrofit existing machines with artificial intelligence or other “smart learning” features, the company has further expanded its abilities to perform virtual FATs and remote, mixed reality-based technical assistance.

Each customer will be assigned one primary after-sales service specialist in charge of their assets to ensure the highest performance of the installed equipment, informing of available improvements, and offering updates on new developments and assisting with maintenance scheduling.

“As a trusted partner for the supply of equipment, we are committed to ensuring a valuable performance,” said Alessandro Zannini, Global After-Sales Manager at Stevanato Group.

“To help customers achieve and maintain Overall Equipment Efficiency, our new network provides prompt responses and comprehensive product lifecycle management, through a

dedicated team of specialists and skilled regional partners supported by the latest technologies.”

About Stevanato Group

Established in 1949, Stevanato Group is one of world's largest, privately-owned designer and producer of glass primary packaging for the pharmaceutical industry. From its outset, the Group has developed its own glass converting technology to ensure high standards of quality. The Group comprises a wide set of capabilities dedicated to serving the biopharmaceutical and diagnostic industries: from glass containers with its historical brand Ompi, to high-precision plastic diagnostic and medical components, to contract manufacturing for drug delivery devices, to vision inspection systems, assembly, and packaging equipment.

The Group also provides analytical and testing services to study container closure integrity and integration into drug delivery devices, streamlining the drug development process. Thanks to its unique approach as a one-stop-shop, Stevanato Group can offer a wide set of solutions to biopharma companies for a faster time to market and a reduced total cost of ownership.

For more information, please visit www.stevanatogroup.com.