

Services

SOTAX

From application support to qualification services and on-site assistance – SOTAX service is ready to go the extra mile. Wherever and whenever you need us.



Global Customer Services

Physical Testing Services.

Your Application — Checked.

Send us tablet samples and SOTAX physical testing specialists will assess possibilities for automating your tests. Whether you would like to perform a general feasibility check or need assistance in finding optimum process parameters – our experts are proven to find solutions for even the most unusual tablets shapes and special applications.



Your Questions — Answered.

Our SOTAX support teams in Europe, North America, and Asia find solutions to your technical problems, help in troubleshooting, and coordinate activities with field service if needed. Friendly, uncomplicated support by experienced professionals and product specialists whenever you require assistance.



Your Project — Managed.

Larger installations and networked solutions require planning and coordination. Many projects fail simply due to inadequate preparation and a lack of resources. From URS to implementation in managed phases, qualification, and training – our project managers help your organization to actively address the various challenges on the road ahead.



Your Problems — Prevented.

Extend the life time of your equipment with SOTAX preventive maintenance programs. Avoid costly machine downtime and keep performance high. Our certified service engineers inspect your instruments in regular intervals, exchange critical parts before failure occurs, and execute routine maintenance according to standardized checklists.



Your People — Trained.

Getting the most out of your equipment requires trained and qualified operators, supervisors, and administrators. Standardized training modules allow targeted knowledge transfer – tailored to the different functions within your organization. From performing tests to method programming, user administration, system setting, and reporting of results.



Your Instruments — Compliant.

From first installation to qualification and regular calibration – SOTAX on-site services give you ease of regulatory compliance throughout the life cycle of your instruments. Standardized execution and documentation by certified service engineers ensure results that are accepted by regulatory authorities all over the world.



Analytical Services.

From method development to stability studies and commercial batch release in a US-FDA-inspected, certified Pharmaceutical Establishment with GMP-compliant quality system – our analytical services are a one-stop solution for Pharmaceutical companies. Based on decades of experience and unique application knowhow, our team of experts will find a solution for your specific challenge.



R&D Services

- API screening and characterization
- Feasibility studies
- Method development
- Method automation
- Method validation and re-validation
- Method transfer

Routine Analytical Services (GMP)

- QC analysis
- Stability studies
- Clinical and commercial batch release

Support Services

- Troubleshooting and investigations
- Training
- Consulting
- Audits

Instrument Services.

Friendly and competent local service is the cornerstone of our business. A global network of service engineers and certified SOTAX partners assists you throughout the life cycle of your instrumentation – from on-site installation, qualification, and training, to preventive maintenance, regular re-qualification, and uncomplicated troubleshooting support in case of problems.



Compliance Services

- Installation
- Qualification (IQ / OQ / PQ)
- PVT / ASTM
- Routine calibration and qualification
- Computer system validation (CSV)

Support Services

- Training
- Preventive maintenance
- Troubleshooting
- Repair
- Project management
- FAT / SAT
- LIMS integration
- Relocation services



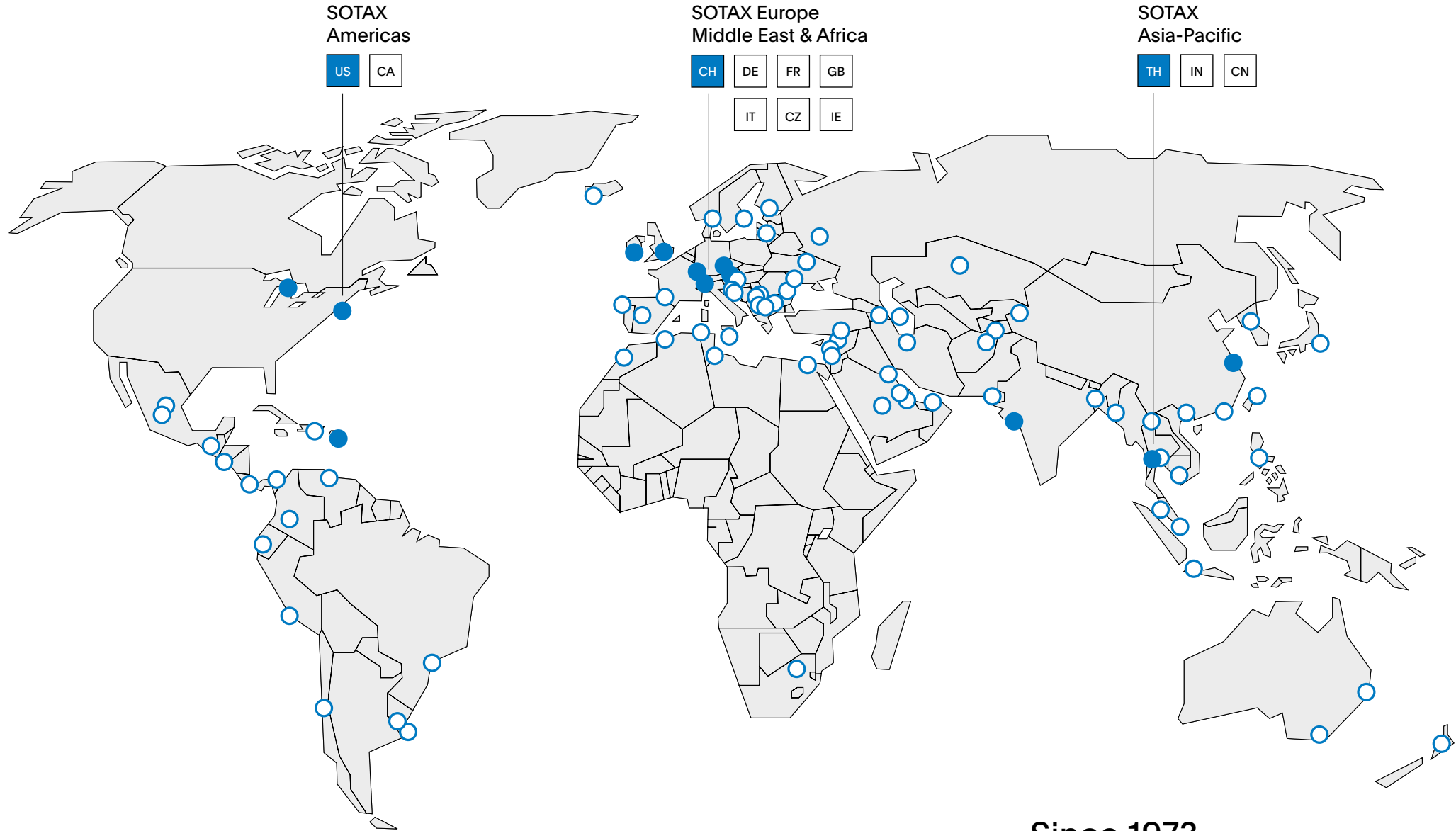
We are there for you. Worldwide.

Global network of
trained and certified
service engineers

Local presence in
90 countries

SOTAX companies in
12 countries

Largest service
organization in our
industry



Since 1973.

SOTAX is built on services. Deeply rooted in more than 45 years of experience, we are specialists in what we do. Whether you need assistance with method transfer, require application support, or are looking for friendly, competent, and cost-effective qualification of your installed base – we are there for you. Throughout the life cycle of your products. Wherever you are.

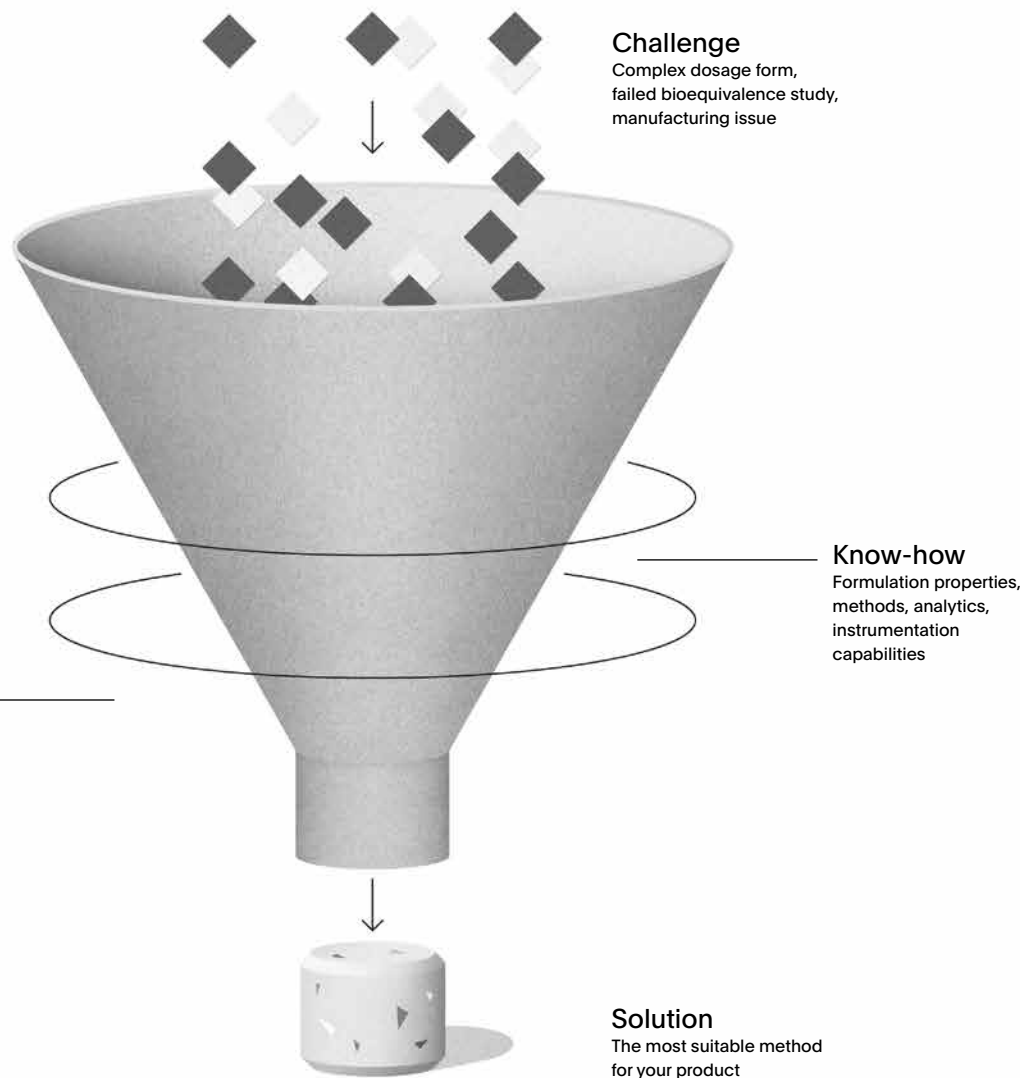
- SOTAX
- SOTAX Sales and Services Partner



sotax.com/worldwide

For Experts. By Experts.

SOTAX offers unique specialist knowhow in close cooperation with SPS Pharma Services. Set in an independent cGMP-compliant and FDA-inspected facility, a team of scientists, analysts, and lab assistants helps companies worldwide in overcoming the various challenges associated with release testing of pharmaceutical dosage forms.



SOTAX Customer Services

		Analytical Services	Instrument Services
R&D Services	API screening & characterization	●	–
	Feasibility studies	●	–
	Method development	●	–
	Method automation	●	–
	Method validation & re-validation	●	–
	Method transfer	●	–
Routine Analytical Services (GMP)	QC analysis	●	–
	Stability studies	●	–
	Clinical & Commercial batch release	●	–
Compliance Services	Installation	–	●
	Installation qualification (IQ)	–	●
	Operational qualification (OQ)	–	●
	Performance qualification (PQ)	–	●
	PVT / ASTM	–	●
	Computer system validation (CSV)	–	●
	Routine calibration	–	●
	Routine re-qualification	–	●
Support Services	Training (for different target groups)	●	●
	Acceptance tests (FAT / SAT)	–	●
	Project management	–	●
	Preventive maintenance	–	●
	Troubleshooting & investigations	●	●
	Repair	–	●
	Consulting	●	●
	LIMS integration	–	●
	Audits	●	–
	Relocation services	–	●

Technical specifications are subject to change without prior notice. Products illustrated in this brochure may include options or modifications not fitted as standard. No liability for errors and omissions.

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