



CARE program®

iba radiopharma solutions

STAY AHEAD OF TIME





IBA CAREprogram

CONTINUOUS SUPPORT

TO STAY AHEAD OF TIME

The CAREprogram provides continuous support in furthering your skills and applications, boosting your uptime and maximizing the return on your investment with all the latest innovations, services and training.

The CAREprogram includes a complete portfolio of solutions to install, optimize, support and maintain your equipment. And because technology changes quickly, IBA has developed both upgrade packages tailored to your configuration and training programs to increase accelerator performance and operator efficiency.

The IBA CAREprogram will increase your potential.

IBA CAREprogram INCREASE YOUR POTENTIAL AND STAY AHEAD OF TIME

Acquiring an IBA solution is the beginning of a long-term relationship based on continuous and mutual trust. Our products and services have been designed from the experience we have gathered in helping our clients to improve their business performance through customer satisfaction and loyalty.

At IBA, we are proud of our ability to support our customers throughout the whole life cycle of their equipment. Increasingly complex radiopharmaceuticals production centers demand increased service to maximize their efficiency.

Having a strong international organization is the only way to provide the best solutions to all our customers. With IBA CAREprogram, we provide you high reliability leading to lower operating costs.

With IBA's evolutive solutions you will always remain ahead of time.



OLIVIER LEGRAIN

CHIEF EXECUTIVE OFFICER

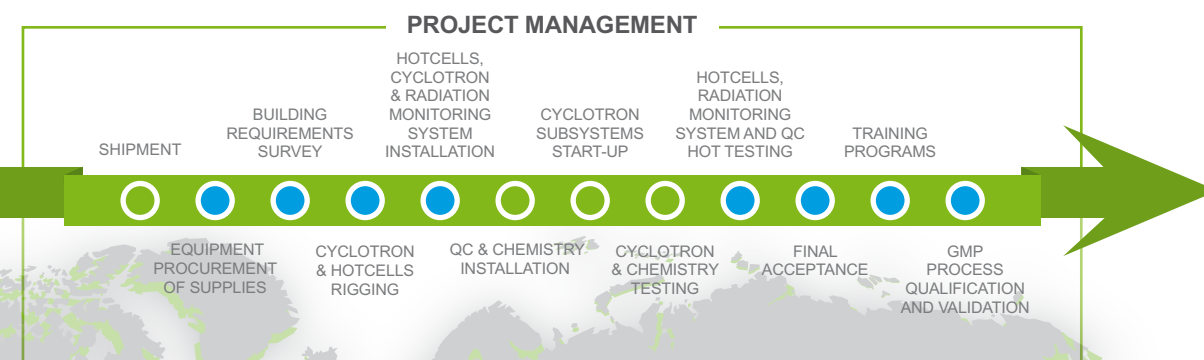


EXPERT PROJECT MANAGEMENT SET UP YOUR GMP/cGMP CENTER ON TIME AND ON BUDGET

Acquiring a cyclotron is only the first step of a complex project. Running a fully functional radiopharmacy capability requires all components and auxiliary equipment to be integrated into a consistent and efficient solution. To achieve this, you require the world-leading support and expertise that only IBA can provide.

Your IBA project manager makes this complex process possible. One single project manager will be fully dedicated to your project from the very beginning to the last acceptance steps. Your IBA project manager will be the single point of contact between you and the team of IBA experts' dedicated to answering efficiently and rapidly to all questions which could rise during the project process.

Experienced IBA project managers ensure that the contractual schedule, high quality of the project and budget are adhered to.



IBA. PROVEN EXPERTISE

IBA is the n°1 provider of PET radiopharmaceuticals worldwide and a world leader in providing radiopharmaceuticals production units. IBA CAREprogram has built its expertise on an impressive track record of successfully designing, manufacturing, installing and finally servicing radiopharmacy centers around the world, with constant innovation in our underlying production technology.

A PERSONALIZED WEB PLATFORM

This user-friendly web platform will enable you to communicate with your dedicated IBA team. You will be able to monitor step by step the evolution of your project and share various files and pictures. The CAREprogram web platform is the virtual link between you, your project and IBA!



"Strong feeling of a real shift from the level of customer - supplier to the level of special partnership, working as a team on all levels of management, with the goal of successful delivery, and not only profit."

Michal Kazda,
ENVINET, Project
Manager for Cyclone18/9
installation in Rez - Czech
Republic. - 2012

MAINTENANCE SERVICES FURTHER TOGETHER TO MAXIMIZE YOUR UPTIME



Achieving customer satisfaction is our primary objective. For this purpose, we offer continuing service programs that deliver enhanced support throughout the life of your equipment. Select one of our pre-defined service level agreements that is aligned with your support philosophy or a customized package tailored to your specific needs.

PREVENTIVE MAINTENANCE

At IBA, we understand the inconvenience of unexpected downtime and its consequences. Our preventive services can help you reduce the risk of this threat.

Our preventive maintenance visits are performed by IBA engineers. These visits follow the schedule recommended in the Maintenance Guide supplied by IBA with the equipment; their duration and frequency are defined accordingly.

The main objective is to prevent any deterioration of the equipment's performance. Various verification tests are therefore performed and reported in a "Technical Intervention Protocol and Report". Actions for subsequent visits are listed. These visits are

also an opportunity to perform additional tasks that may be required by the customer.

The benefit of this preventive maintenance program are increased satisfaction, through improved reliability, greater productivity and reduced risk of personnel injury.

TECHNICAL SUPPORT 24/7

A problem? A question? Need support? The IBA Technical Help desk is available 24/7 to answer your questions and react quickly to find the best solution to your problem.

TELEPHONE SUPPORT

Our highly experienced field engineers provide technical support via our call center available 24 hours per day, 7 days a week. All phone conversations are recorded in one tracking system and monitored to ensure a timely and efficient response to your needs.

REMOTE SUPPORT

Your equipment can be remotely connected to highly qualified experts, for a very quick analysis of the system.



GUARANTEE OF DEPARTURE

If the assistance given by the IBA Technical Help desk does not solve the reported problem, we guarantee the departure of an IBA engineer to your site the same day.

EMERGENCY VISIT

Emergency interventions that may be required to solve equipment blocking problems can be covered.

All these services are included in the initial 1-year guarantee provided with IBA products.



"Dear friends at IBA, I would like to thank all personnel involved for their input in returning our RF system to an operational state. The information provided and the fast response were exceptional. Thank you again. Keep up the great work !."

ANSTO Team
Australian Nuclear
Science and Technology
Organisation
Menai, Australia
Cyclotron® 30 user since
1990

IBA SPARE PARTS EASY ACCESS AND FAST DELIVERY

Building parts inventory on shelves and a global distribution network will always remain one of IBA's key priorities.

FAST WORLDWIDE DELIVERY

Spare parts are located close to your system, with inventory in the three continents: America, Asia and Europe. This structure enables "3 time zones" to handle your request immediately and provide fast and emergency delivery all around the world, whenever you need it. IBA is a global organization with local support, for more flexibility and proximity to customers.

RECOMMENDED SPARE PARTS LIST (RSPL)

At IBA, we understand how important it is to have critical parts close to equipment. Therefore we have developed a list of spare parts that we recommend you keep on site (mainly consumable parts, but also some critical parts).

Choosing your recommended set of tools will enable you to save time, by having them at hand helping you to maximize the uptime of your cyclotron.



SKF is a world leading logistic company.

IBA STORE. NEVER CLOSED, NEVER BEEN CLOSER



IBA Store enables you to order online all spare parts related to your cyclotron. Not only will you save time when ordering your spare parts, you will also receive all the information needed for them to be delivered quickly.

- Direct access to IBA stock availability on 3 continents
- Rush orders are managed directly with personal communication
- Information about spare parts news and innovations
- Orders are processed immediately and shipment tracking is available.



"As a first time user I found the IBA Store very easy and straightforward, especially since the proper components were included in the Recommended Spare Parts List. I think it's very well done."

Markus Nyman
University of Helsinki
Laboratory of
Radiochemistry

IBA ACADEMY FROM TALENT TO EXPERTISE



At IBA, we know that well trained people maximize production potential. This is why we created the IBA Academy. It is a comprehensive training program to help you enlarge your knowledge base, optimize your expertise, and increase uptime and productivity.

Our experience is that ongoing training is frequently required throughout the product's complete lifecycle. Our live hands-on training

is customized, multi-competent and constantly enriched by new experiences. It is an ideal way to enhance the skills and capabilities of your staff in a setting that is tailored to your specific needs and situation. We conduct training in the following domains:

- Site management
- Cyclotron operations
- Radiopharmaceuticals production
- Quality control
- Quality assurance
- R&D innovation.

WELL TRAINED PEOPLE MAXIMIZE YOUR POTENTIAL

IBA CENTER

Your benefits:

- Real live hands-on training
- Multi-competences
- Customized and progressive.



YOUR SITE

Your benefits:

- Involve all your staff
- Use your system configuration
- Be embedded in local context.



INTERNSHIP

Your benefits:

- Acquire radiopharmaceuticals production practice
- Live routine or R&D operation
- Be part of IBA scientific community



IBA Academy training programs are always led by professional trainers who work on IBA cyclotrons every day. The training sessions are therefore truly concrete, geared towards the operation of your centre and enabling you to work directly on a real cyclotron.

545 PEOPLE TRAINED AT THE IBA ACADEMY

Since 1986, IBA's team of experts has trained hundreds of people all around the world.

"It was a pleasure to feel a part of the IBA family for a brief time. The training was very good and the training environment was excellent. Many thanks to all who we interacted with and all who worked in the preparation of our training."

Rod Manning
Operations Manager,
ANSTO Camperdown,
Australia

USERS MEETINGS BE PART OF THE EXPERTS COMMUNITY

"I know of no other company who would have the courage to open themselves up to their customers as IBA does at its User Meetings. This in turn engenders a high degree of loyalty from users such as myself who prize information access above everything. This is one of the reasons why I recommend your products."

A/Prof. Roger Price
Head, Medical
Technology & Physics
& Radiopharmaceutical
Production &
Development
Sir Charles Gairdner
Hospital
Perth, Australia

A KEY TO PROGRESS

IBA organizes biennial users meetings involving all PET customers all around the world. Our experience shows that gathering people together encourages creativity and helps IBA to develop priorities jointly with customers.

This fantastic initiative was born in the mind of Stephan Preusche (one of the first IBA cyclotron user) in 1994 when he spent two weeks working together with a Canadian colleague on IBA Cyclone® 18/9 in Montreal. He realized that it would be helpful and enriching to meet the other Cyclone®18/9 users. Back at home, he presented his idea of a "Worldwide Cyclone® 18/9 User Community" and induced IBA to organize such events. The IBA Users Meetings were born, and are still highly successful nowadays!

That's how an idea can lead to a fantastic human adventure and exchange!

EXCHANGE ON FUTURE TRENDS

- To come in close contact with all PET users around the world. It is a real opportunity for you to meet together, exchange opinions and share experiences about operation and new developments in the cyclotrons, targetry and chemistry fields.
- To give your comments and concerns and receive feedback.
- To help IBA find the best solutions and developments to fit your needs.
- To learn about future trends in the PET radiopharmacy world.

THE GET-TOGETHER OF THE COMMUNITY

Biennial workshops represent the get-together of the community.

They include a visit to the organizing facility, presentation of new developments from within the community and discussions about the operation and maintenance of a facility and the corresponding chemistry.

SYSTEM UPGRADES STAY AHEAD OF TIME

INCREASED PRODUCTION CAPACITY

Because technology never stands still, IBA developed upgrades package tailored to your configuration. Our engineers constantly monitor the latest technological developments and updates, integrating them into existing systems.

In striving for excellence, we follow the latest technology and evolving customer needs. We offer improvements that lead to increased performance, productivity and reliability, such as a new generation of control systems and high current performance.

MORE VALUE FOR YOUR FUTURE

Thanks to evolutive production tools such as Cyclone® cyclotrons and the Synthera® chemistry module, you will be able to produce new compounds coming on the market.

The IntegraLab® team of experts will help you to qualify your facility for the production of new molecules, allowing you to stay ahead of time.



50% ADDITIONAL BEAM CURRENT

Can be upgraded on your Cyclone®18 to remain at the forefront of the technology and increase your production capacity.

"I found IBA's planning and technical expertise invaluable. Without IBA this project would take months to install and troubleshoot. From initial planning to final completion, IBA delivered what they promised and more. They are truly devoted to customer satisfaction and it shows. I can't say enough good things about our upgrade and the support we received."

Christopher Hamm
Sr. Accelerator Tech.
USA



ABOUT IBA

IBA (Ion Beam Applications S.A.), is a cancer diagnostics and treatment company and the worldwide technology leader in the field of proton therapy. The company's expertise lies in the development of next-generation proton therapy technologies and radiopharmaceuticals that provide oncology care providers with premium quality services and equipment, including IBA's leading fully-integrated IntegraLab® system.

ABOUT IBA RADIOPHARMA SOLUTIONS

Based on longstanding expertise, IBA RadioPharma Solutions supports hospitals and radiopharmaceutical distribution centers with their in-house radioisotopes production by providing them global solutions, from project design to the operation of their facility. In addition to high-quality technology production equipment, IBA has developed in-depth experience in setting up GMP radiopharmaceuticals production centers.

ABOUT INTEGRALAB® AND SYNThERA®

IntegraLab® is a fully integrated solution combining equipment and services for the establishment of radiopharmaceuticals production centers. IntegraLab® includes, among other services, the building design achieving full regulatory compliance and the selection, integration, supply and installation of suitable high-technology equipment to match the customer's radioisotopes production goals.

Synthera® is a multi-purpose automated synthesizer for the production of ^{18}F -FDG, other ^{18}F -labeled compounds (^{18}FCH , ^{18}FLT , Na^{18}F) as well as radiopharmaceuticals. Synthera® is designed to accommodate a wide range of radiochemistries.

VISIT US ONLINE AT:

