

HOW AES AFTERMARKET SERVICE TEAM SAVED UP TO \$1.5M IN POTENTIAL SALES WITH SEAMLESS DEMO UNIT DELIVERY

Company Type:
Fortune 500 Advanced Materials
& Technology Provider

Client Relationship:
AES service units for a Private
Label OEM client

Related Application:
Cell and Gene Therapy

Bioprocess Equipment:
Bioreactor System

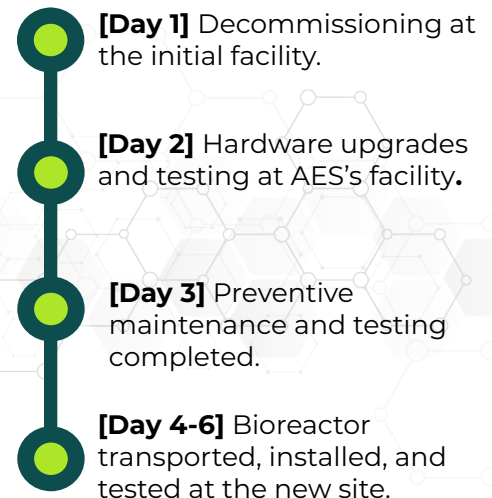
The client, a high-profile Fortune 500 Advanced Materials & Technology Provider, required the decommissioning of a bioreactor unit from one facility, which needed to be upgraded and shipped to a new client facility for a critical demo program. This demo was a key element of their sales process, showcasing innovative technology to prospective clients. Delays in this process could have caused significant operational disruptions and financial loss.

Pain Points:

- **Strict Deadlines:** The 6-day timeline was tight and non-negotiable.
- **High Stakes:** With 10 sales demos scheduled and \$1.5M in potential sales, it was crucial AES decommission, transport, install, and test the demo bioreactor system on time.
- **Operational Risks:** Delays or equipment failure could jeopardize client reputation and cause significant financial losses.
- **Complexity:** Involved multi-stage tasks of decommissioning, upgrades, shipping, and onsite setup.

The AES Solution:

AES assembled a specialized 4-person team, working in tandem with the mobility team to coordinate logistics and get them onsite efficiently. The service engineers, selected for their expertise with this specific bioreactor system, met the client's aggressive 6-day timeline (less than half the industry standard of 14 days). During testing, a team member identified worn tubing on the unit and replaced it to prevent potential media spills, ensuring flawless operation for the 10 scheduled sales demos.



Only 6 Days of Downtime

The bioreactor was fully decommissioned, upgraded, delivered, and installed in just six days, cutting the industry standard timeline in half.



Protected Up to \$1.5M in Potential Sales

Ensured the unit was ready for 10 scheduled client demos, supporting significant revenue opportunities.



Enhanced Operational Reliability

Preventive maintenance resolved critical risks, including replacing worn tubing to prevent media spills during sales demonstrations.

*“The AES team’s ability to craft an effective and agile support model highlights their **deep understanding of client goals**, ensuring seamless execution and exceptional results*”

**Sr. Automation
and Controls Engineer**