SERVICE LEVEL AGREEMENTS FOR PHARMA PRODUCTION

Reliable operations, predictable costs and expert lifecycle support.



GEA Engineering for a better world.

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TURN OPERATIONAL CHALLENGES INTO PREDICTABLE PERFORMANCE

In pharmaceutical manufacturing, uptime, compliance and process stability are not optional; they are essential to performance, continuity and confidence.

However, many companies face operational challenges that involve reducing risk, optimizing planning certainty and sustaining high performance across critical assets.

Rather than reacting to issues as they arise, a Service Level Agreement (SLA) enables a proactive, data-informed approach to reliability, maintenance and long-term asset performance.

A GEA SLA provides a tailored performance partnership that helps to protect equipment availability, strengthen operational resilience and give your teams direct access to OEM expertise throughout the equipment lifecycle.



Other hurdles that must be overcome include:

- unplanned downtime impacting production
- limited or fluctuating maintenance resources
- aging equipment requiring increased support
- critical production processes requiring maximum uptime
- difficult spare parts and service coordination
- new technologies that require additional expertise
- regulatory expectations for OEM involvement
- changing portfolio/production capacities
- limited in-house maintenance capability
- budget uncertainty caused by reactive maintenance.

THE VALUE AN SLA DELIVERS

Higher equipment availability

Through proactive maintenance planning, preventive interventions and fast access to technical specialists, you can reduce downtime and support more consistent production performance.



Greater cost predictability

A structured service model helps replace unexpected maintenance events and budget spikes with clearer planning, improved visibility and more controlled lifecycle costs.



Extended asset lifetime

Regular health checks, inspections and lifecycle planning help keep equipment operating at its best while supporting long-term investment value.



More capable teams

Training and knowledge transfer help operators and maintenance personnel build the expertise needed to run equipment safely, efficiently and with greater independence.



Faster issue resolution

Defined response pathways and direct access to GEA experts help your team resolve technical issues quickly and minimize disruption to production.



Stronger operational confidence

With clear ownership, dedicated coordination and a partner who understands your installed base, your teams can operate with greater assurance and control.



Future-ready operations

An SLA helps you to stay ahead of obsolescence, evolving technologies and changing production requirements, supporting smarter decisions about upgrades and long-term planning.

HOW WE CREATE VALUE TOGETHER

Proactive lifecycle management
- Equipment health assessments
- Preventive maintenance planning
- Spare parts strategies
- Obsolescence management

Expert technical support
- Remote technical assistance
- Access to process and equipment specialists
- Dedicated contract management and coordination

Knowledge and capability development
- Operator and maintenance training
- Technical skill development
- Safety, process, and automation expertise

Operational excellence•
- Process optimization support
- Performance improvement initiatives
- Regular business and service reviews



More than a service contract

A GEA Service Level Agreement is a strategic partnership designed to improve reliability, protect production availability and support better decisions across the full equipment lifecycle. By combining proactive maintenance, OEM expertise and a tailored service model, it helps you operate with greater predictability, resilience and confidence.

Partner with GEA Service to build a more reliable, efficient and future-ready production environment.



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