

Veda Solutions

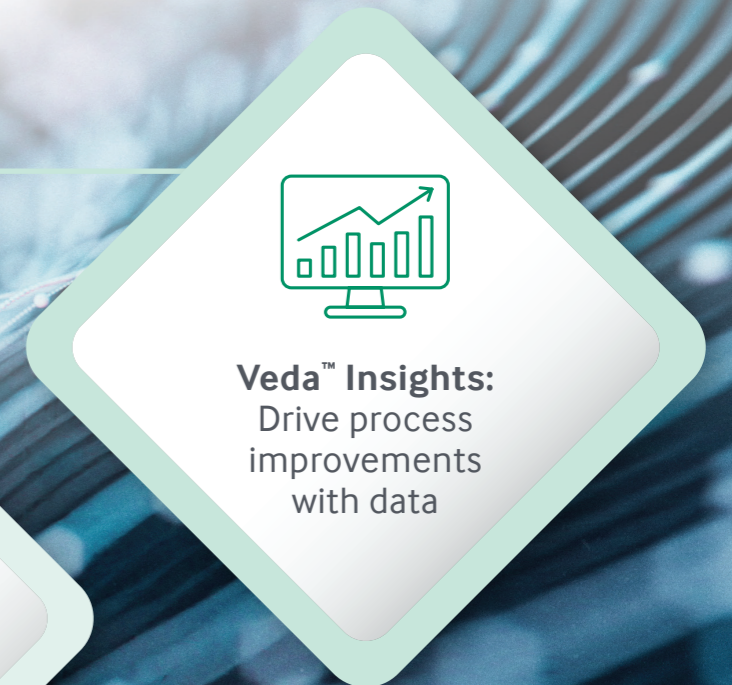
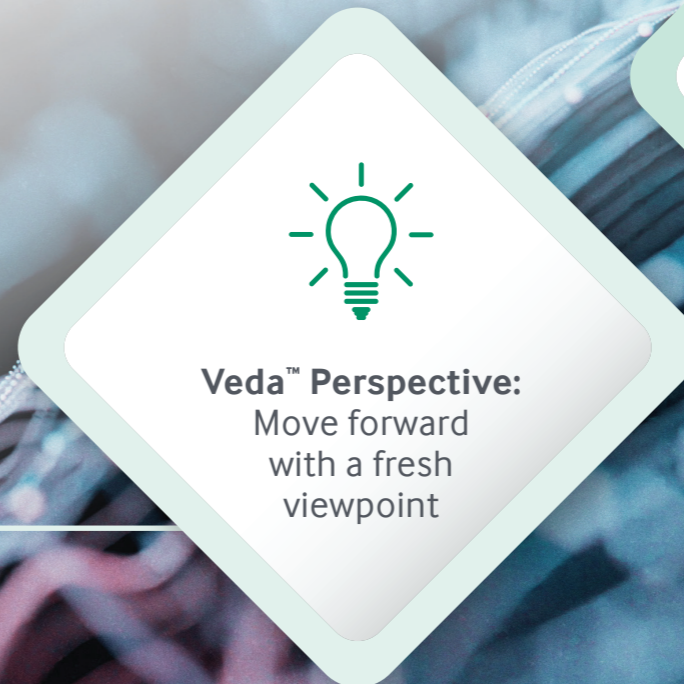
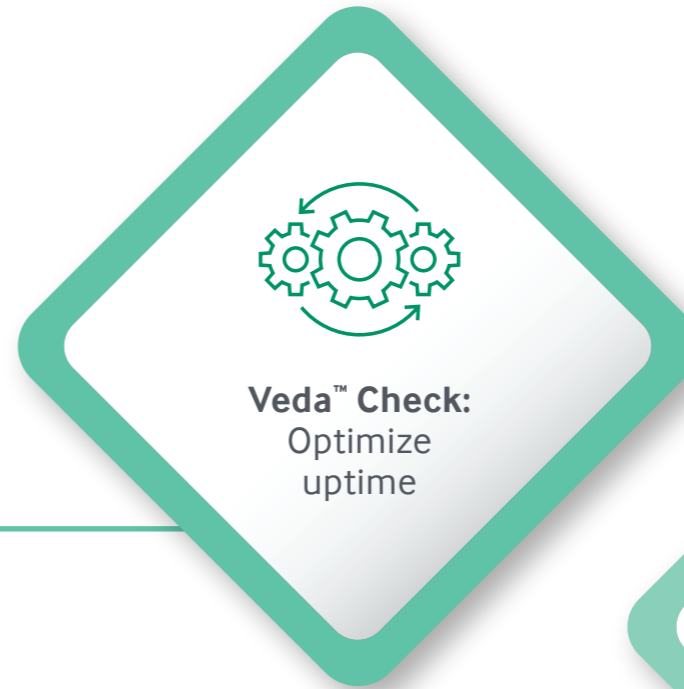
Services | Analytics | Consulting

A suite of solutions designed to help you reach your goals



Whether you collect whole blood and components, provide therapeutic apheresis, or develop or manufacture breakthrough cell therapies, the impact of improving your operations can be significant.

Veda Solutions is a comprehensive suite of services, including compliance, device maintenance, training, and data-informed consulting. Leveraging Terumo Blood and Cell Technologies' six decades of experience, Veda Solutions provides unique insights and best practices that enable you to optimize operations, comply with regulations, and focus on delivering the best patient outcomes.





Veda Check: Optimize uptime

Full-service contracts | Preventive maintenance contracts | IQ/OQ validation

Your devices are more than just a way to process blood and cells — they are an investment. They will benefit from ongoing maintenance and support so that you can continue to deliver the best possible products and patient care.

With Veda Check, you have access to a skilled team with years of experience servicing Terumo Blood and Cell Technologies devices to support your quality and compliance requirements.

Veda Check helps you:

- **Reduce financial risk.** Protection against unplanned repair costs
- **Avoid downtime.** Fast interventions through priority scheduling, increasing operational uptime
- **Avoid administrative overhead.** Contract lets you bypass quoting and ordering processes to enable quick resolutions
- **Save on expenses.** Reduced costs on parts and labor compared to on-demand pricing*

*Some spare parts are not included in service contracts in Latin America. Availability of products and services is based on regulatory approval in each country. Contact your local Terumo Blood and Cell Technologies representative for more details.

Veda Check offers the following options:

- **Full-service contract.** Enjoy the peace of mind that comes with keeping your equipment in top condition. Our full-service contract includes comprehensive preventive and corrective maintenance, covering diagnosis and correction of breakdowns and failures; necessary repairs identified during preventive maintenance and safety inspections; unlimited repairs; and all labor and spare parts* costs.
- **Preventive maintenance contract.** This service includes comprehensive adjustment and technical cleaning of your equipment. We also ensure the entire system is tested for optimal performance. All procedures comply with legal requirements regarding frequency and methods, following detailed checklists, guidelines, and specifications.
- **Installation qualification/operational qualification (IQ/OQ).** Leverage our guidance and expertise to obtain audit-quality data certifying compliance for your records. Our trained and qualified professionals perform IQ/OQ services using our established and comprehensive certification protocols to verify and document that your equipment is operating as intended, allowing you to maintain a clear record of device operation throughout its lifespan, including periodic revalidation.



Veda Skills: Empower your team

New-operator training | Refresher training | Advanced operator training

Every procedure or process step you perform is crucial for a patient. Whether onboarding new employees, refreshing existing skills, or cross-training current staff, ongoing education is essential. Maintaining your team's competence and confidence not only improves job satisfaction but also boosts retention.

Veda Skills supports you with a leading professional education program. Drawing from our vast experience in blood- and cell-based collection, advanced therapy, and research, this service helps equip blood centers, hospitals, and research organizations with the skills to enhance procedural expertise and efficiency.

Veda Skills helps you:

- **Enhance efficiency.** Improve staff proficiency, leading to increased operational efficiency.
- **Reduce errors and risk.** Raise awareness of potential issues, helping to enhance the safety of donors, patients, and overall operations.
- **Build staff skill and motivation.** Increase job satisfaction and staff retention through advanced training.
- **Enhance donor and patient satisfaction.** Deliver higher-quality experiences, leading to greater satisfaction.

Our classes elevate your training by combining theoretical knowledge, practical application, best practices, and hands-on exercises with Terumo Blood and Cell Technologies devices, all delivered at your site.

Veda Skills offers the following training options:

- **Getting started training.** Set up your solutions and learn to use them effectively. This training is included with the purchase of new products.
- **New-operator training.** Designed to help new team members become confident and productive as soon as possible, this training can also serve as a "getting started" refresher for existing staff.
- **Refresher training.** Designed to refresh existing staff on processes and best practices to keep their skills sharp.
- **Advanced productivity training.** Gain deeper insight and explore best practices for ongoing success.
- **Train the trainer.** Classes that allow your designated team members to become in-house experts who can train others. Available for select products and solutions.

Availability of products and services is based on regulatory approval in each country. Contact your local Terumo Blood and Cell Technologies representative for more details.



Veda Insights: Drive process improvements with data

Spectra Optia™ Cell Collection Optimization Services for hospitals and cell and gene therapy developers

For cell and gene therapy developers, whether you are researching breakthrough cell therapies, just starting your clinical trial, or scaling up from phase 3 to commercialization, collecting the best possible starting material is critical to providing the best outcome. For hospitals — whether collecting cells for biotech partners or performing apheresis procedures — process efficiency, consistent-quality collections, achieving target goals quickly, and providing outstanding patient care are paramount.

But with no two patients or donors the same, collections can vary. So controlling what you can becomes all the more important.

Veda Insights helps you gain that control — so you can start cell collections strong, minimize product failures, and optimize processes and procedures. A customized analytics solution, Veda Insights pairs our decades of expertise with procedural data directly from the Spectra Optia™ Apheresis System to uncover opportunities and give you a roadmap for making informed decisions to help achieve your goals.

Veda Insights facilitates:

- **Enhanced process and procedures.** Improve collection performance through operator excellence.
- **Data-driven decisions.** Enhance strategy by utilizing device and procedural data to measure collection outcomes and performance.
- **Visibility into the process.** Identify optimization opportunities and enhance control, leading to consistency in procedures.
- **Optimized starting product.** Review cell collection data to quantify and identify trends over time to improve your collection process and increase the quality and yield of starting materials.
- **Achievement of therapy objectives.** Enhance the patient and operator experience by achieving procedural goals in optimal time while reducing second-day collections.

Veda Insights services include:

Benchmarking and data analytics

- Compare performance within a site and across multiple sites.
- Analyze single and multiple procedures, from pre-procedure through final treatment.
- Quantify and identify trends to improve your collection process.
- Identify low-performing procedures and provide optimization suggestions for subsequent procedures.

Customized statistical analysis

- Receive a report and an endpoint calculation tool to determine the optimal volume of blood to process to meet your desired product goals.

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Veda Perspective: Move forward with a fresh viewpoint

Custom consulting for process optimization

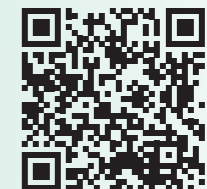
Sometimes you need to see your operation in a new light to keep moving forward. Veda Perspective gives you that fresh, objective viewpoint through custom consulting. Building on the unique expertise of our employees and decades of knowledge about industry best practices, our deep analyses give customers insight

to elevate their operations, meet regulatory requirements, and optimize their processes and procedures.

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Unlock your potential with Veda Solutions. Let our comprehensive suite of services help you operate with consistency, control, and scale while supporting your continuous improvement process and operational adaptations — so you can stay focused on delivering the best outcomes.

For a quote or personal discussion about the Veda Solutions suite, contact your Terumo Blood and Cell Technologies representative.



For additional information, view our complete catalog online.

Veda Solutions

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Discover a suite of solutions designed to help you reach your goals.

TerumoBCT.com/VedaSolutions

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Terumo Blood and Cell Technologies is a medical technology company. Our products, software, and services enable customers to collect and prepare blood and cells to help treat challenging diseases and conditions. Our employees around the world believe in the potential of blood and cells to do even more for patients than they do today. TerumoBCT.com

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