



Rethinking Lab Equipment Services Management

Thursday, October 16, 2025, 2:00 PM (ET)

Moderator:

— **Jeff Vallergera**, Vice President, Business Development, BIO

Panelists:

— **Joe Dragavon**, Director, Core Facilities and Shared Instrumentation, and Research and Innovation Office, Advanced Light Microscopy Core, BioFrontiers Institute

— **Ric Kunnert**, Regional Sales Manager, SU Group LLC

— **Rob Salmon**, West Regional Manager, SU Group LLC

Sponsored by:



SU GROUP LLC ♦ EST 1982



BBS Member Education Series

SU Group

Rethinking Lab Equipment Services
Management

BIO Business Solutions: A Membership Benefit

What is it?

21 pre-negotiated contracts that members can use at no additional cost

BIO performs the **due diligence** on all suppliers to ensure:

- All products and services are qualified and relevant to our members
- Favorable pricing and term agreements using leverage of all members
- Regular enhancement of agreement terms that follow industry trends



Lab & Facilities



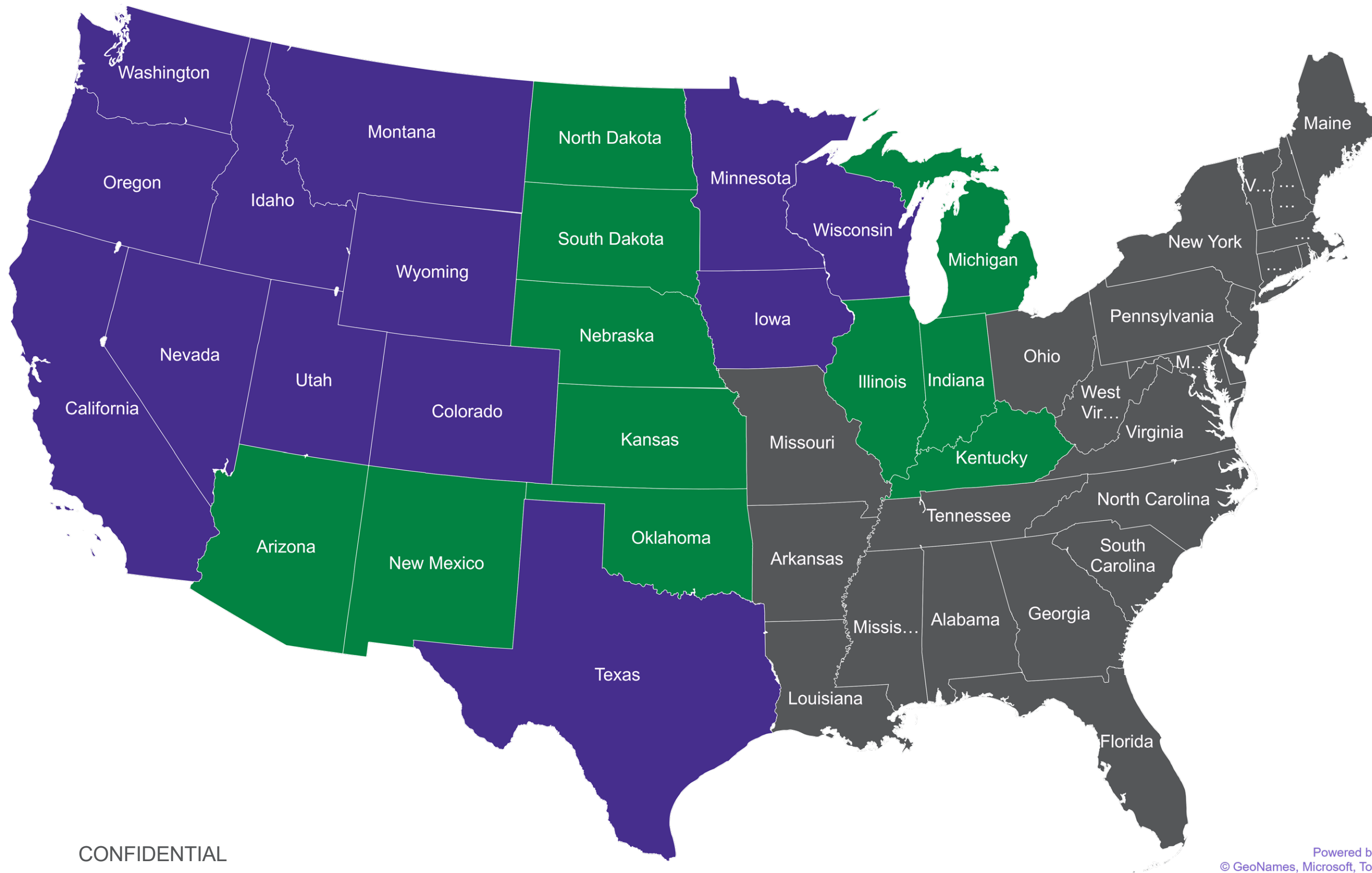
HR & Insurance



Corporate Services



BIO Business Solutions® BD Team



■ Neil
■ Jeff
■ Jim



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COMPANY PROFILE



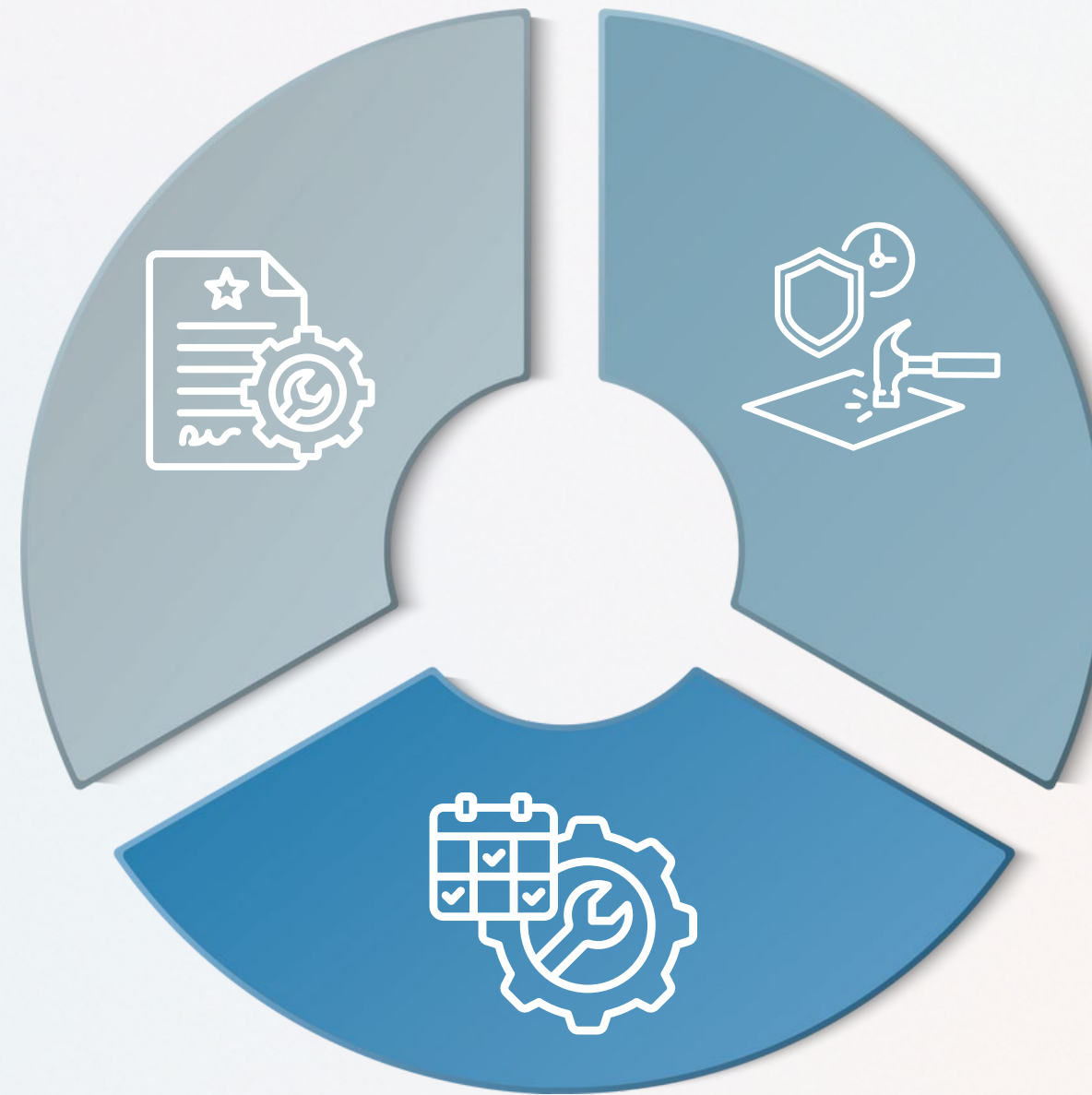
- Reputation: 43 Years
Pioneered EMMP Model in 1982
- Unmatched Experience
All Markets
NO Outsourced Business Activities
Team Approach
96% Company Wide Retention
- BIO Partnership
est. February 2025



EQUIPMENT REPAIR OPTIONS

OEM Full -Service Agreements

Comprehensive coverage that includes PM visits, unlimited emergency corrective repairs with parts, labor and travel.



T&M Repairs

Repairs are performed on an as-needed basis, with no ongoing maintenance contract; Customer pays labor (billed hourly), travel time or service call fees and any parts or materials used.

SU Group EMMP

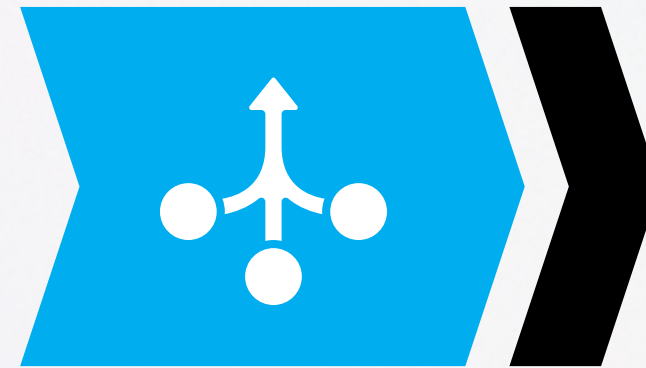
Comprehensive coverage that includes PM visits, unlimited emergency corrective repairs with parts, labor, and travel. Consolidation with ONE master contract and ONE point of contact. Cost reduction of a minimum of 15%.

Centralized Service Model Benefits



Cost Reduction (15%-30%)

while maintaining current service
levels and service providers when
possible



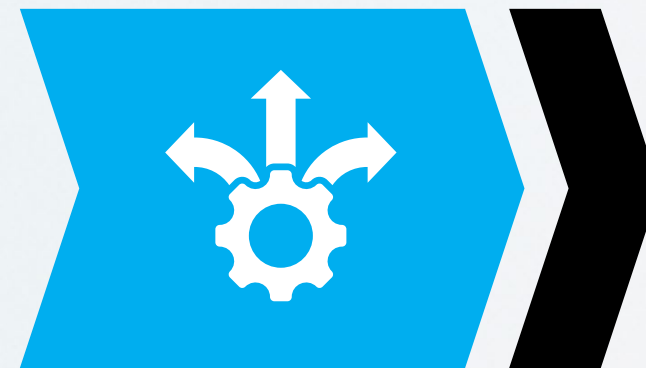
Consolidation

with ONE master contract with
ONE point of contact



Comprehensive Coverage

covering all corrective &
preventative maintenance



Dispatch Options

customizable dispatch procedures
to fit your current model



Control

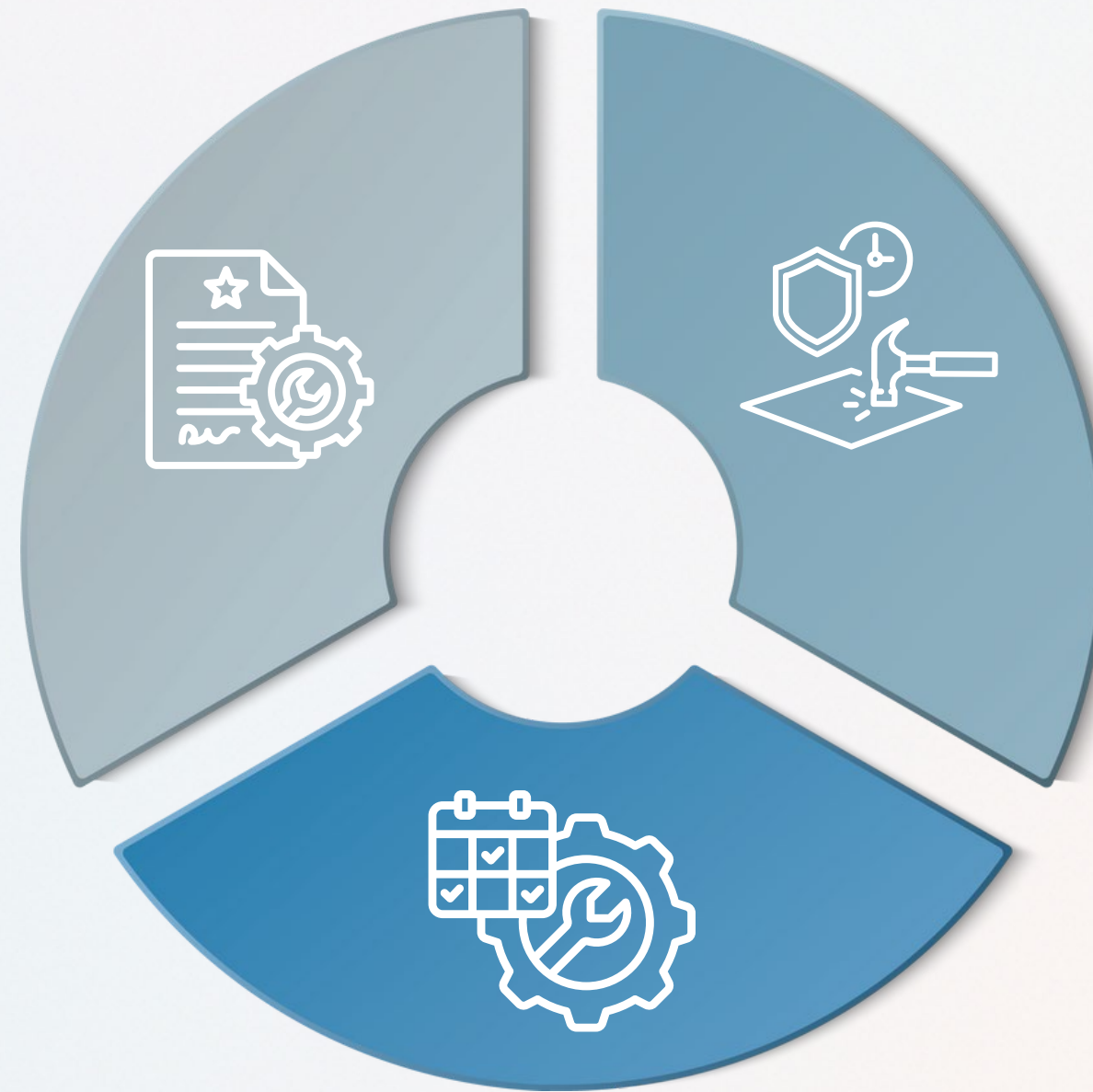
add/remove equipment at will,
change vendors or engineers

Gates Biomanufacturing Facility

- Aurora, CO

Peace of Mind

"SU Group serves as our single point-of-contact for all lab equipment service needs— from PMs to urgent repairs. One call or email to their team sets everything in motion. They coordinate directly with OEMs, ensuring fast, expert response and minimal disruption."



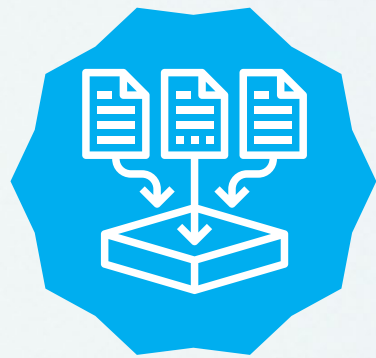
Simplicity

"With over 1,000 assets across four departments, managing service contracts and requests is complex. SU Group simplifies it all. They handle coordination across multiple vendors and equipment types – removing guesswork and streamlining service management."

Cost Savings

"They consistently provide better value than OEM premium service contracts— without sacrificing quality. Their buying power and experience allow us to save significantly, which is critical in today's budget-conscious environment."

Financial Analysis



Step #1

Connect with Ric & Rob to
Schedule Zoom Call

Identify current operations,
spend, etc.



Step #2

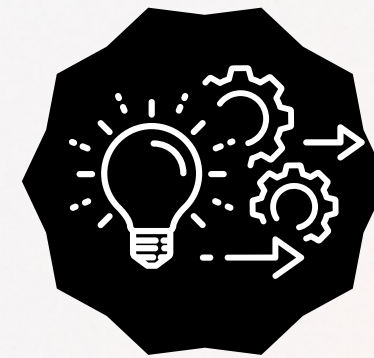
Collect Contract Data



Step #3

Proposal Delivery & Review

Acceptance or
Reconciliation



Step #4

On-Site Onboarding to
include Implementation
and Tagging

Account Management

2025



SU Group LLC

Date: October 16, 2025

Contact Us

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Thank You