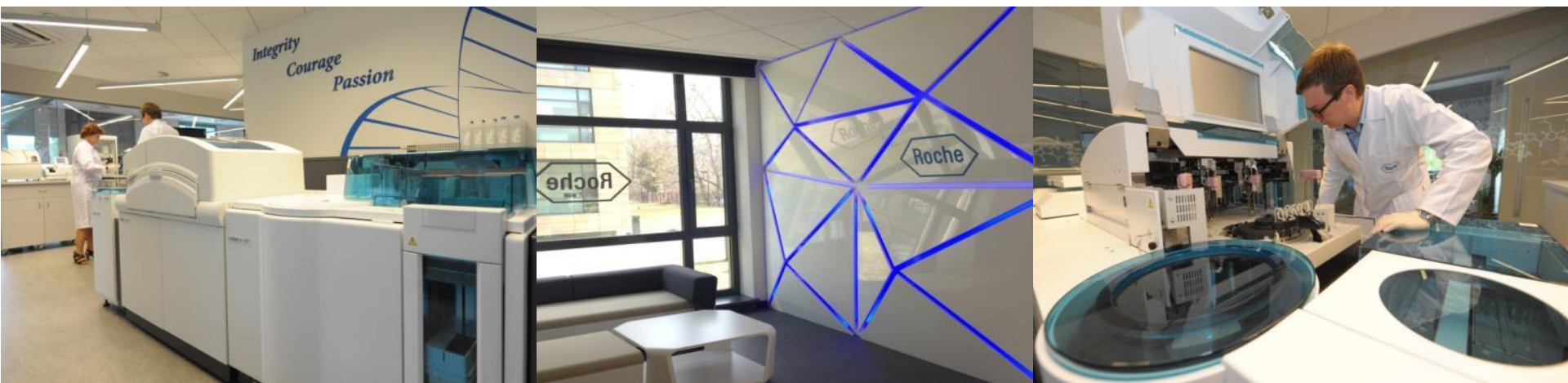


Regional Customer Support Center

Sympózium Laboratórnej Diagnostiky 2016

Grzegorz Szewczyk, Trenčín 29.11.2016





Name:

Grzegorz Szewczyk

Responsibilities:

Team Leader Roche Molecular Solutions
Window Person for Slovakia in RCSC

Roche:

Start in 2006, experience as a first and second Level Support at Roche Diagnostics Polska and Roche Diagnostics International, Rotkreuz, Switzerland.

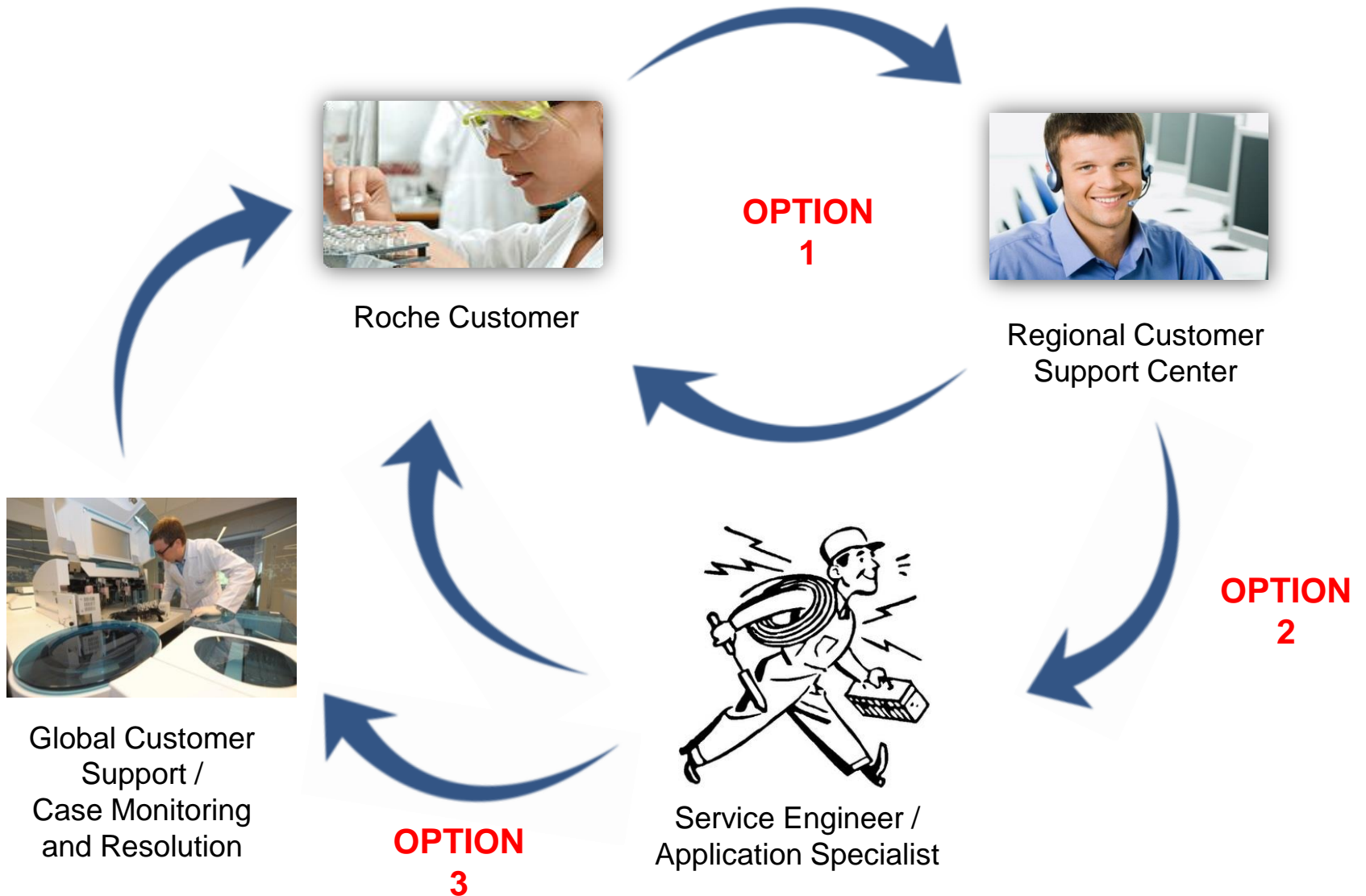
Background:

Mechatronics at the Technical University of Warsaw - Master Degree in Biocybernetics and Biomedical Engineering.

Please contact me:

grzegorz.szewczyk@roche.com

Regional Customer Support Center (RCSC) Local – Regional – Global Cooperation



Regional Customer Support Center (RCSC)

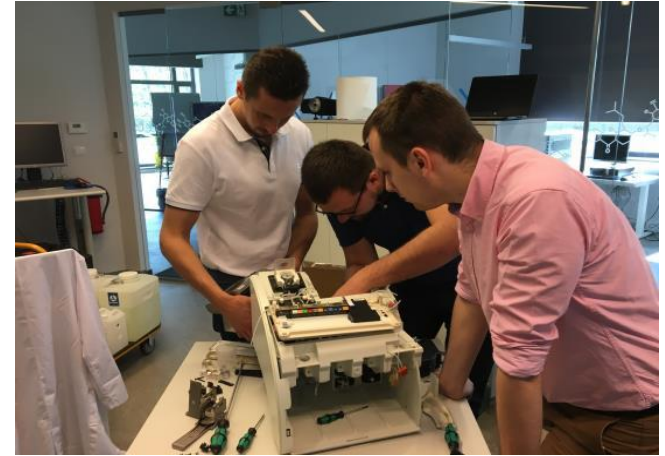
Local – Regional – Global Cooperation



Regional Customer Support Center (RCSC) Application and Technical Support – Customer and Staff Trainings



Regional Customer Support Center (RCSC) Application and Technical Support – Customer and Staff Trainings



Regional Customer Support Center (RCSC)

THANK YOU !



Slovakia
October

	CC Usage Ratio	No. of Cases	No. of CSC cases
Total	99,0%	100	99
HosPOC	80,0%	5	4
SWA	100,0%	79	79
Workflow & IT		0	0
Coagulation		0	0
Hematology		0	0
Histology	100,0%	7	7
Molecular Diagnostics	100,0%	9	9
Life Science		0	0
RLS Sequencing Systems		0	0

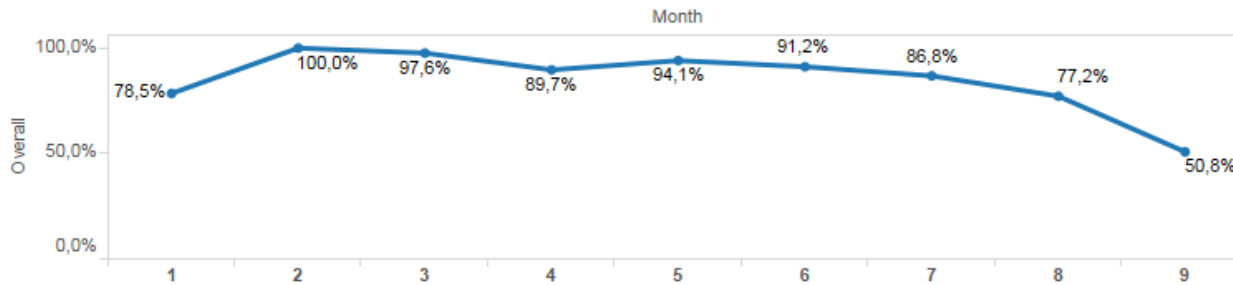
Regional Customer Support Center (RCSC) THANK YOU !



Roche Diagnostics | EMEA-LATAM Regional Customer Support Centers |
RCSC/CEAC Hubs KPIs Dashboard
 RCSC Usage Rate - Details by Served Country

RCSC Usage Rate for Served Country: SK

Served Country
SK



RCSC Usage Rate details for Served Country: SK

Month	Overall	SWA	HosPOC	WF & IT	HEMAT	COAG	RTD	RMD	RLS	Sequencing
1	78,5%	84%	83%	100%			0%	0%		
2	100,0%	100%	100%	100%			100%	100%	100%	
3	97,6%	98%	86%	100%			100%	100%	100%	
4	89,7%	98%	47%				100%	100%	100%	
5	94,1%	100%	0%	100%			100%	100%	100%	
6	91,2%	100%					100%	100%	100%	
7	86,8%	100%	30%				44%	100%	100%	
8	77,2%	86%	0%				88%	75%	0%	
9	50,8%	49%	0%	100%			75%	100%		

*Ďakujeme
mnohokrát!!!*

Doing now what patients need next