

Creoptix and oneservice partner for WAVEsystem after-sales support

Wädenswil/Zurich, Switzerland, 25 November 2020 – Creoptix AG, a Switzerland-based company focused on next-generation bioanalytical instruments, today announced that it has signed an agreement with oneservice AG, a global provider of specialty technical services, to offer after-sales support and services for its ground-breaking WAVEsystem in Europe and the US.

Creoptix' WAVEsystem is a label-free biosensor used in life sciences research to study molecular interactions in real-time. Based on proprietary Grating-Coupled Interferometry (GCI) technology, the Creoptix WAVEsystem offers a level of sensitivity superior to Surface Plasmon Resonance (SPR), with a crude sample robustness normally only achieved with plate-based assays. The technology is facilitating new analytical applications such as membrane protein interaction analysis in drug discovery and real-time kinetic interaction studies in body fluids for biomarker and biotherapeutics development.

Line Stigen Raquet, CEO of Creoptix, commented: "At Creoptix we believe that great technology enables great science. The WAVEsystem is a powerful, cutting-edge product portfolio for biomolecular interaction analysis, providing customers in research and drug discovery with label-free, high-quality kinetic information. With oneservice, we can guarantee an exceptional level of support for all existing and future customers in Europe and the US. I am confident that the oneservice team, with its outstanding professionalism and expertise, will best meet the needs of our customers."

COO of oneservice, Dirk Twiehaus, said: "We're delighted to collaborate with Creoptix and look forward to delivering excellent service and support to their customers. In a short period of time, oneservice has become a leading global independent provider of after sales support for the life sciences, diagnostics and medical device industries, with an excellent track record. We are committed to help Creoptix make the WAVEsystem a great success and to a long and successful partnership."

About Creoptix

Creoptix is a private company headquartered in Wädenswil, near Zurich, Switzerland, and with US offices in the Boston area. Creoptix focuses on next-generation bioanalytical instruments for drug discovery and life sciences for both industry and academic research. Based on its proprietary sensor and microfluidics technology, the Creoptix WAVEsystem provides exceptionally high sensitivity and resolution to study real-time biological interactions involving small molecules, peptides, membrane

proteins, biologics, and other molecules even in biofluids like undiluted serum or plasma.
www.creoptix.com

About oneservice

oneservice is a global and independent provider of after sales support services offering complete managed service solutions and consulting for the Life Science, Diagnostics and Medical Device Industries. oneservice is also the first company to offer a complete learning solution on “achieving customer delight through service excellence” with an online academy, blended eLearning and consulting solutions. oneservice has more than 25 years of experience in supporting customers in all aspects of customer services. The company is headquartered in Switzerland, with subsidiaries in Germany, UK and USA. www.one-service.com

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