

Calibration and Support Services

Compliance, delivered...



About Us

Pharmagraph was formed specifically to meet the needs of clients seeking GMP/GAMP compliant solutions for their facility and environmental monitoring requirements, whether in small hospital pharmacies or pharmaceutical production facilities.



Pharmagraph provide a comprehensive and entirely dependable service to the customer."

Our systems measure temperature, relative humidity, pressure, air velocity, various gas types and particle counts, and deliver accurate, clear and secure results.

From supply of sensors, through installation, system qualification, training and calibration, we work with you at every stage to ensure that systems are delivered on time and to specification.

With 30 years of experience in the design, production, installation, service and support of high-quality monitoring systems, the staff at Pharmagraph can offer assistance through all stages of the system life cycle.



Our Service Offering

At Pharmagraph we pride ourselves on being a customer driven company, we recognise the importance of working with our customers all the way from project conception through to project completion. We work to industry standards and offer compliance through the services we provide. Pharmagraph embraces the latest technology to deliver 21 CFR part 11 compliant solutions that are easy to use and maintain.

Offering tailored contracts that ensure these requirements are met, whilst maximising system uptime, we have a wealth of experience in supplying application specific solutions for a wide range of varied end clients; from pharmaceutical and life science to biotech industries.

Our commitment to the customer doesn't stop at project completion; our services extend to helpline support, routine calibration and maintenance, decommissioning and data migration.

We are an ISO9001 certified company who employ highly experienced, GMP trained staff. We work with industry standard suppliers and partners employing industry proven and accepted robust measurement techniques. We can also offer ISO17025 compliant calibrations, enhancing the high level of trust and confidence that our customers have in our validated processes.

We can provide on-site end to end loop calibrations for most measurements, tailored to meet specific equipment ranges.*



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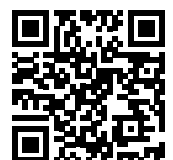
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**exceptions apply*

Technical and On-site Support

We can offer a trusted technical and on-site support service, providing the following for our customers;

- ✓ High first time fix rate
- ✓ Dedicated technical support team; offering remote, telephone and on-site system support
- ✓ Weekend telephone support option available
- ✓ Approved sales and service supplier partnerships, with access to Factory Tech Support.

Testimonials

"We've been a customer of Pharmagraph for over 6 years, running an independent monitoring system for use in a GMP certificated site, for the manufacture of Cell Therapy ATMP's. It has and continues to be a consistently positive experience. Over the years there has been a requirement to add, upgrade and re-site monitoring probes within the facility. The standards observed over this period and the accompanying paperwork have always been of the highest quality and have been reviewed by auditors and regulatory bodies in order to meet our licensing and compliance requirements. Routine servicing and calibration of the system has involved engineer entry to Grade B cleanroom manufacturing areas. This work has always been meticulously planned and completed in a professional and unobtrusive manner without detriment to the environment. Call out times have always been as contracted and phone advice readily available at short notice. All of which ensures that Pharmagraph provide a comprehensive and entirely dependable service to the customer."

Cell Therapy QC Manager

SNBTS, Tissues, Cells & Advanced Therapeutics, NHS Scotland

Our Locations

We have strategically placed offices throughout England, Scotland and Ireland. This gives us the capability to offer our customers the expertise of local trained technicians and engineers.



All our regional offices contain staff dedicated to providing ongoing system service and support, allowing for quick response times and efficient calibration & preventative maintenance visits. Our customer facing departments are regionalised meaning we can offer a dedicated team to each client, whether that be in our sales, projects or service departments.



The service we receive in the maintenance of our EMS is second to none. Call out times are fantastic. The staff that attend our site carry themselves in professional manner. I'm yet to fault them in any way!"

Operations Manager

Skanska, Royal London Hospital

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