

# KRYPTOR expert center

Nîmes - France



Based in the south of France, the KRYPTOR expert center unites our technical and application experts to provide worldwide support and training for our Thermo Scientific™ B·R·A·H·M·S™ KRYPTOR™ analyzers and prenatal screening software. Our missions include the training of application specialists and field service engineers, a close interaction with other departments to bring innovative solutions to our customers, and the role of international hotline (expert support for our worldwide partners).

**Thermo Fisher Scientific Cezanne SAS**  
KRYPTOR Customer Service – Bâtiment EERIE  
69 rue Georges Besse  
30000 Nîmes  
France

## KRYPTOR expert team

The KRYPTOR expert team is here to provide support and training in English to our partners worldwide



**Bénédicte Rosique**  
Manager of the NIMES expert center clinical diagnostics division global customer care organization

## KRYPTOR spare parts sales administration team

How to contact the KRYPTOR spare parts sales administration team: [@fnimspareparts@thermofisher.com](mailto:@fnimspareparts@thermofisher.com)

### Supervisor Customer Service administration



Emelyne Okalas

### Sr Customer Service administrators



Lydia Granier



Céline Liabeuf



Rémy Bellebouche

## KRYPTOR international support team

How to contact the KRYPTOR international support team: [+33 4 66 36 52 46](tel:+33466365246) [@fnimproductsupport@thermofisher.com](mailto:@fnimproductsupport@thermofisher.com)

### Applications specialists



Nathalie Morand



Marion Perilleux



Pauline Julia



Marie Petit

### Technical specialists



Yoann Gay

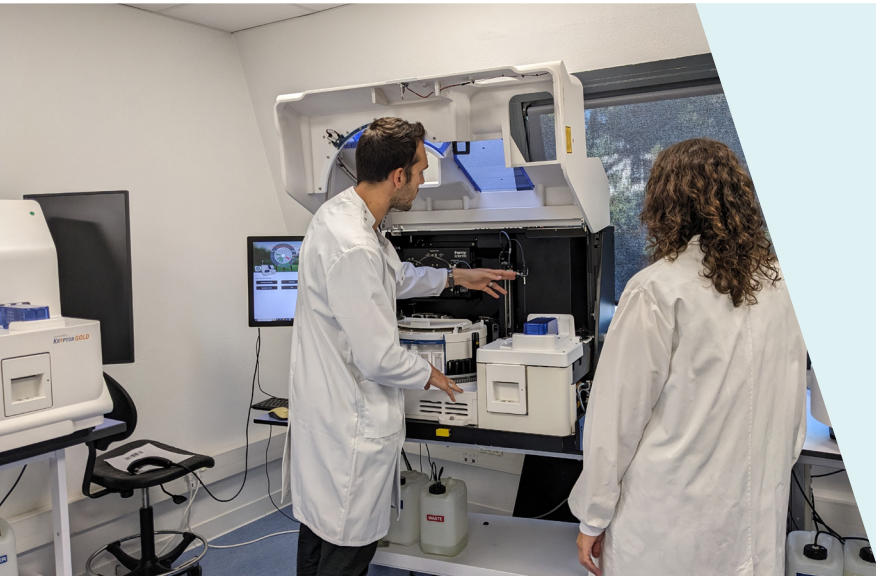


Vincent Lorin

# Our support activities

## Training center

- Thermo Scientific™ B·R·A·H·M·S™ KRYPTOR™ analyzers trainings for application specialist and field service engineer
- Prenatal screening software training



## Expert technical support

**International support (more than 60 countries):**

- Investigation and complaint handling on all KRYPTOR related products (instrument, reagent and software)
- Preparation of technical communication
- Spare parts administration
- On-site missions

## New products launch

- Interface with Quality Control, Research and Development, Manufacturing, Marketing and Sales teams to share information from the field, improve products and launch new products
- Update of user and service manuals



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@ [fnimspareparts@thermofisher.com](mailto:fnimspareparts@thermofisher.com)

How to contact the KRYPTOR international support team

+ 33 4 66 36 52 46 @ [fnimproductsupport@thermofisher.com](mailto:fnimproductsupport@thermofisher.com)

How to register to a KRYPTOR training:

<https://forms.office.com/r/3t3FihCxLJ> @ [fnimkryptortraining@thermofisher.com](mailto:fnimkryptortraining@thermofisher.com)

Learn more at [thermoscientific.com/kryptor](https://thermoscientific.com/kryptor)

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