

Paciv's Service, Technical Expertise a Win for Clients

BY MARIO BELAVAL DÍAZ

Paciv Inc. may stand for Process Automation, Controls, Instrumentation & Validation, the company's core services, but it also spells the trusted brand's unique combination of technical expertise and unparalleled customer service.

"Our powerful combination of automation and instrumentation knowledge with regulatory compliance experience makes us a compelling value proposition to deliver all of our clients' process control and instrumentation needs," said Rick Straw, president of Paciv. "Add to that our commitment to client service, which has allowed us to strategically work with clients that have trusted us with their processes and intellectual property and taken us internationally to align local offices with their global locations."

With headquarters at 807 Manuel Fernández Juncos Ave. in San Juan's Miramar community, Paciv's client base comprises 15 of the top 20 pharmaceutical companies in the world. Paciv also conducts a significant amount of work with smaller firms and companies such as startups, contract manufacturers and original equipment manufacturers.

"Paciv has always used an approach of full-time, trained [human] resources who are a part of our company," Straw said. "We differentiate ourselves by providing services with resources who are from and live in Puerto Rico, not people just traveling here only for one project."

Straw explained that Paciv has plans to expand at all of its offices, which in addition to Puerto Rico includes its stateside operations (Indianapolis, Chicago and the New England region) and in Ireland.

"Puerto Rico plays a key role in this expansion

because we're able to leverage the island's knowledge base and experience from the Puerto Rico office to offshore or nearshore with some of the software development and project support for the other offices with lower labor rates and an increased knowledge base, creating excellent value in the projects in which we can package work to be completed in Puerto Rico," Straw explained. There are many opportunities, he added, for growth in the pharmaceutical and biotechnology sectors. "Automation is frequently an area that can be leveraged to make sites more competitive. Paciv provides value for the existing sites through our local resources (no travel costs or per diems), by providing systems that can collect data to better make process improvements and optimization."



Paciv will help defend any commissioning, qualification or validation package with the associated regulatory agency upon an inspection of such package or system that we have provided."

—Rick Straw, President of Paciv Inc.



Paciv team