



PACIV offers integrated services to P.R.'s life sciences industry

BY LAURA E. NAZARIO

PACIV was founded in 1997 to provide integrated turnkey solutions in the areas of control systems, instrumentation, commissioning, qualification and validation services for the life sciences industry. "In 1997, PACIV became the first and only company in Puerto Rico to provide integrated turnkey services in three disciplines: control systems, instrumentation and commissioning/qualification/validation," said company President & CEO Jorge L. Rodríguez.

When the company began, he noticed the limited services provided by outside providers were fragmented within each discipline. "Basically, the three aforementioned services are required in any particular automation project within the life sciences industry, and no service provider was able to offer all three under one roof. Therefore, I started PACIV to address the market's needs," Rodríguez stated.

"PACIV has control-system engineers and technicians who are certified and experienced in the control systems we design, configure, commission and validate. We understand the complete system cycle—from design and configuration to commissioning, computer-system validation and maintenance—and have a profound commitment to satisfying our clients' needs and expectations. We have all the required resources to provide our services—from design and integration engineers to instrument technicians—to calibrate and assist in the execution of testing activities using our own instrumentation-testing standards," Rodríguez said.

He said his company's "understanding of automation and compliance allows us to minimize efforts during commissioning activities as well as development and execution of validation activities resulting in lower implementation costs for our clients' automation-compliance solutions as well as reliable and fast systems delivery. Our risk-based approach combined with our commissioning-delivery model allows us to rightsize the validation effort ensuring compliance-automation projects become cost-effective, accelerate speed to market and consistently meet all quality and regulatory needs."



The PACIV board, from left, are Shawn Perkins, professional engineer (P.E.), director of engineering services (PACIV-USA); Wayne Snelgrove, vice president of operations (PACIV-Europe); Samuel Estrada, P.E., vice president of operations (Region 2, PACIV-Puerto Rico); Jorge L. Rodríguez, P.E., president & CEO; José Calderón, vice president of operations (Region 1, PACIV-P.R.); Ana Medellín, human resources leader; Rick Straw, vice president of operations (PACIV-USA); and Luis Meléndez, director of regulatory compliance services (PACIV-P.R.).

The company has earned numerous recognitions. In 2007, PACIV became the first and only Puerto Rican company with a Harvard Business School case study taught as part of the "International Entrepreneurship" course that enabled students to learn how to provide the best value to multinational companies within the supply chain. "We have also received the prestigious Eli Lilly & Co. Global Supplier of the Year Award for our outstanding high-quality service and commitment and the 20 Best Employers in Puerto Rico Award," Rodríguez pointed out.

Commenting on the industry's changes over the past five years, Rodríguez said: "Our clients are facing incredible challenges that include many product patent expirations starting in 2009, biotechnology or specialized drugs and reduced product development, regionalization of manufacturing excellence per process, government

pressure to lower costs and generic and global competition."

Rodríguez believes these challenges present enormous opportunities for Puerto Rico "because we have the best knowledge-based workforce in the world within the life sciences manufacturing industry. PACIV is a specialized service-solution provider that has a trusted brand, a "glocal" [global and local] presence, in-depth experience and knowledgeable pool of resources. Therefore, PACIV is in a position to develop the needed business models to create, capture and sustain value for our clients' current challenges on a global level."

PACIV successfully grew from a one-man operation in 1997 to feature more than 100 associates in 2008 and locations in Puerto Rico, the U.S. mainland and Europe. Total sales surpassed \$10 million in 2008. ■



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