



About Cepheid


Cepheid is dedicated to improving healthcare by pioneering molecular diagnostics that combine speed, accuracy, and flexibility.


Our **GeneXpert**® systems and **Xpert**® tests automate highly complex and time-consuming manual procedures, providing “A Better Way” for institutions of any size to perform PCR testing.

Cepheid is proud to be a part of Danaher Corporation since 2016.

GeneXpert Regional Service

Africa

 **38** Countries with a distribution presence

 **6** Countries with Direct Cepheid presence



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Director Customer Care MEA/CIS



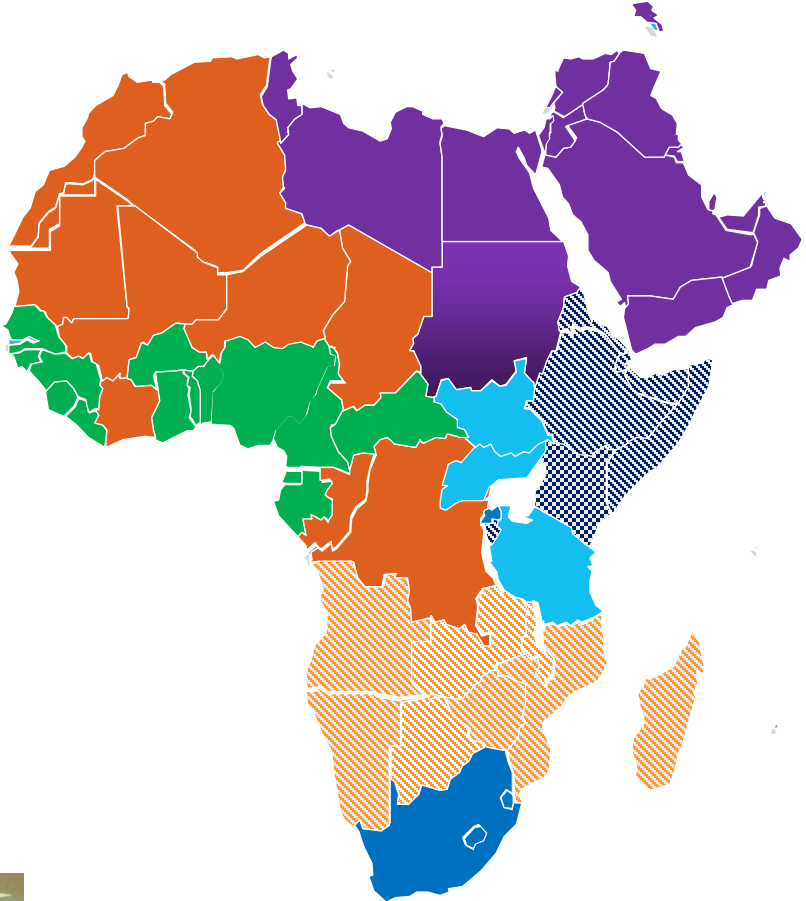
 **Ali Siddiqui (UAE)**
Sr Regional Service Manager MENA/CIS



 **Jameel Agil (KE)**
Regional Service Manager East Africa1



 **Alawi Hamad (TZ)**
Regional Service Manager East Africa2



 **Vincent Bilotte (FR)**
Regional Service Manager North-West Africa



 **Nana Ahwoi (GH)**
Regional Service Manager West/Central Africa



 **Kritesh Bhooshun (RSA)**
Regional Service Manager Southern Africa



Lerato Khumalo (RSA)
Regional Service Manager South Africa

Global Access Service Offerings



System Acquisition



Warranty Period: 2 years

↓
Warranty Extension

Parts only

1-3 Y
Customs clearance excluded

↓
AccessCare

Parts
+ Preventative maintenance
+ Service

1-3 Y
Customs clearance excluded

↓
Warranty Extension Plus

Parts
+ Preventative maintenance
+ Service

1-3 Y
Customs clearance excluded

↓
Billable Service

0

Service KPIs

Africa

September 2024



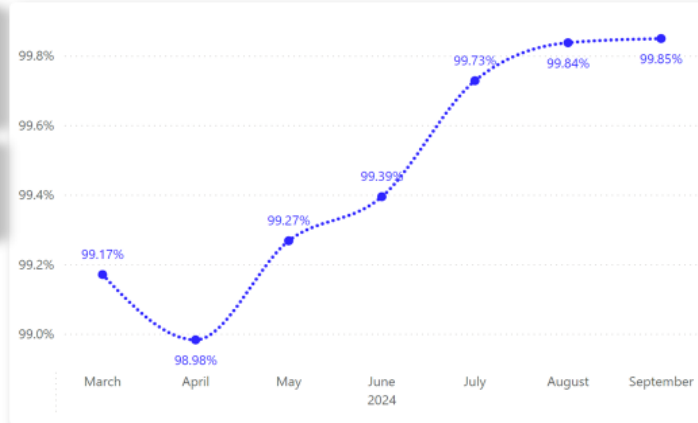
Module Uptime %: % module availability (based on # non-down days for the month)

99.85%

Module Uptime %

YTD

94.16%

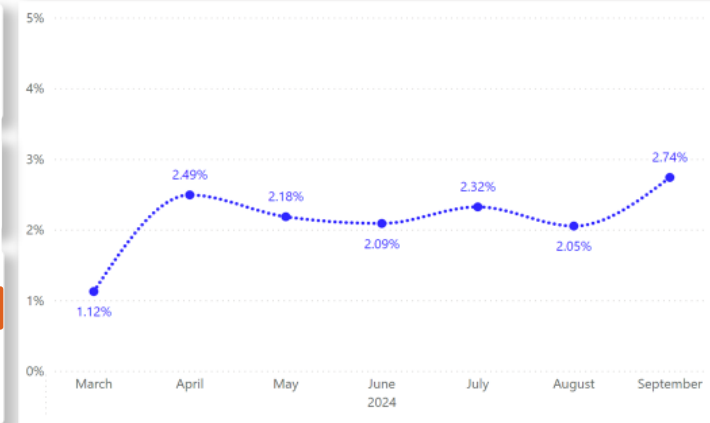


Module Replacement Rate: % of Module replaced for total Install Base

2.74%

Modules Replaced %

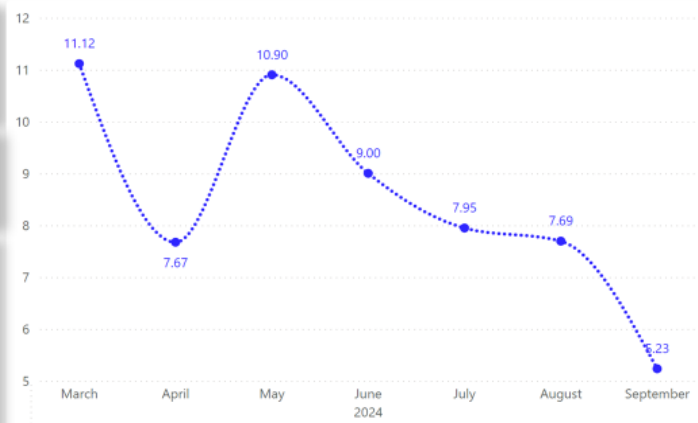
Type	Modules Replaced %
Complaint	0.98%
Service Request	1.76%



MTTR - Mean Time to Resolution: Average number of days from complaint case creation to total resolution. (FSL Countries only)

5.23

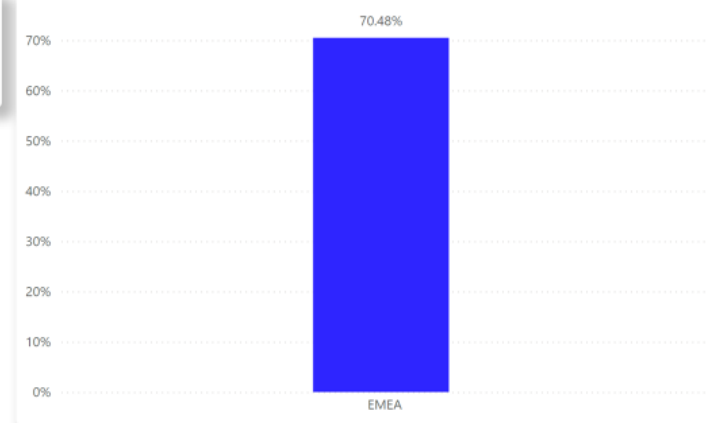
Average MTTR (Complaints)



Service Coverage: % of systems under warranty and/or service agreement

70.48%

% Coverage



Observations & Improvements over time

Continuous Improvement process

- Module failure rate reported by Customers in 2021-2022 was around 3.2%:
 - Increasing in recently procured Systems & recently replaced modules
 - Cepheid identified the root cause, implemented corrective action,
 - Deployed ruggedised modules on New and existing GeneXpert Systems
 - from **2023 July**, a failing module is automatically replaced with a ruggedised module (6 or 10 color)


Increased performance of the existing Systems noted, passively ruggedising the entire GeneXpert fleet.

- Proactive investigation pilot:
 - Cepheid Customer Care team proactively called sites (in Kenya, Tanzania, Uganda) to explore issue notification to Cepheid.
 - After **3** months of pilot, we learned Cepheid we were not notified of issues in 20% of the cases.


Informing Cepheid or its Service providers helps immediate actions to be taken, ensuring the system to support testing capacity.

GeneXpert® Super User training

Investing in Health Care Workers Capacity building for adapted testing closer to patients

 **Goal**
Once trained, the Super-Users effectively supports the GeneXpert System use in their region. They will be able to train, coach and assist the users. Their mission is defined by the national program & country specificities.

 **Onsite training**
The original Super User training is provided in a Cepheid training center or in country.

 **Online Training**
Web-based training is an efficient solution for existing users, who wish to refresh their knowledge or get up-to-date information. The program is built according to the product update or adapted to your needs.

 **Alumni forum**
Alumni are invited to online forum related to product update or specific topics.



Terms & conditions

- Super User training available upon request
- Tuition fee offered by Cepheid
- All Cepheid trainer's expenses covered (travel & accommodation) by Cepheid
- Organization & Travel costs for National program Super Users at the host institution's responsibility

CE-IVD. *In Vitro* Diagnostic Medical Device. May not be available in all countries.

Cepheid's Super User Training in Africa



>388

Super Users trained **post Covid** in Africa



8

CE-IVD Xpert® Tests covered in training



>8,000

GeneXpert® Systems



>23

Countries in Africa with Super Users trained **post Covid**

IVD. *In Vitro* Diagnostic Medical Device. Not all products available in all countries.

Source: Cepheid Internal Data as of Q2 2023

Cepheid Innovations in TB Diagnostics

GeneXpert® and Xpert® TB portfolio



2010

WHO endorsement
Xpert® MTB/RIF



2017

WHO recommended
Xpert® MTB/RIF Ultra^ as a
replacement for the
current Xpert MTB/RIF*
cartridge



2020

6-color to
10-color^



2020

Xpert® MTB/XDR^

Cepheid Xpert® Menu – CE-IVD

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Tests

Available Now

Respiratory

Xpert **Xpress** CoV-2/Flu/RSV **plus**
 Xpert **Xpress** CoV-2 **plus**
 Xpert **Xpress** Flu/RSV
 Xpert **Xpress** Strep A

HAI & Critical Infections

Xpert MRSA NxG
 Xpert **SA Nasal Complete**
 Xpert **MRSA/SA Blood Culture**
 Xpert MRSA/SA SSTI
Xpert Carba-R
 Xpert Norovirus
 Xpert **C. difficile BT**
 Xpert **vanA/vanB**

Sexual & Women's Health

Xpert **Xpress GBS (Group B Strep)**
 Xpert **CT/NG** (Chlamydia/Gonorrhea)
 Xpert **TV (Trichomonas)**
Xpert HPV
 ResistancePlus MG FleXible*

TB, Virology, & Emerging Infectious Diseases

Xpert MTB/RIF Ultra
 Xpert MTB/XDR#
 Xpert Ebola

Hepatitis
 Xpert **HBV Viral Load**
 Xpert **HCV Viral Load**
 Xpert **HCV VL Fingerstick**

Xpert **HCV** (Launched July 2024 US,CLIA)

HIV
 Xpert **HIV-1 Qual XC**
 Xpert **HIV-1 Viral Load XC**

Oncology & Human Genetics

Xpert BCR-ABL Ultra
 Xpert BCR-ABL Ultra p190
 Xpert FII & FV (Thrombophilia)
 Xpert Bladder Cancer Detection
 Xpert Bladder Cancer Monitor
 Xpert Breast Cancer STRAT4
 Xpert NPM1 Mutation (AML)

CE-IVD. In Vitro Diagnostic Medical Device. Not available in all countries. Visit cepheid.com for more details.

* FleXible Cartridge program in partnership with selected Trusted Reagent Manufacturers and not included in product count.

Run on GeneXpert® platforms equipped with 10-color modules.

AML: acute myeloid leukemia, HAI: healthcare-associated infections, HPV: human papillomavirus, MG: Mycoplasma genitalium, MTB: Mycobacterium tuberculosis, NG: Neisseria gonorrhoeae, Qual: qualitative, RIF: rifampin, XDR: extensively drug-resistant SA: Staphylococcus aureus, SSTI: skin and soft tissue, VL: viral load, XC: extended coverage

Our History in Pandemic Response

20+ years of groundbreaking solutions and growth



2004
GeneXpert®
Anthrax cartridge



2009
Xpert® Flu
(H1N1)



2014
EUA Xpert® Ebola



2020–2021
COVID-19 response*
Xpert® SARS-CoV-2
Xpert® SARS-CoV-2/Flu/RSV



2023
EUA Xpert® Mpxx

* For use under an Emergency Use Authorization in the US IVD. *In Vitro* Diagnostic Medical Device. May not be available in all countries.

