

"Life science industry in South Africa will have faster access to our innovations"

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German firm Eppendorf Group is expanding its presence by opening a new location in South Africa, and the branch office is located in Johannesburg's economic center "Waterfall City". Dr Thomas Keller, Senior Vice President Market Region Asia Pacific Africa spoke to BioSpectrum Asia about this new development.



Dr. Thomas Keller,
the Senior Vice President for the Market Region
Asia Pacific Africa
Eppendorf Group



What were the key factors that influenced Eppendorf's decision to establish its first African site in Johannesburg?

South Africa plays host to some of the world's leading researchers so it was an easy decision to locate our first affiliate on the continent here, as Johannesburg being the commercial hub is the headquarters for most of our customers. Another reason is easy access to other southern African countries who will be served from this facility.

How will the Johannesburg site enhance Eppendorf's customer centricity in Southern African countries?

The site offers calibration services, instrument repair services and a large display of Eppendorf's flagship instruments so that our customers can experience the performance firsthand to inform their procurement decisions. We get faster turnaround time for support as well.

What unique services and capabilities does the Johannesburg site offer?

Pipette calibration and repair services, instruments repairs and training as well as customer trainings in the efficient use of the technologies we provide to ensure the smooth running of their research programs and businesses.

How does Eppendorf anticipate its new location will impact the life science industry in South Africa and the broader Southern African region?

Our customer centricity and proximity in the country as well as the region means the life science industry will have faster access to our innovations which they can then deploy in their laboratories.

How will the new central warehouse in Johannesburg improve delivery times and reliability for products across the region?

Our customers have an expectation to receive their orders on time and in full. The warehouse will carry up to three months of stock of fast-moving products to ensure faster turnaround time. Especially in these days with interruptions in the shipping industry affecting the supply chain it is even more critical to have stock close by for our customers at any given time.

What are Eppendorf's long-term plans for expansion or further investments in Africa following the opening of the Johannesburg site?

South Africa is a great start, and we believe in the continent's innovation potential.

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