



---

**D**ear Readers,  
dear Business Associates,  
in addition to the continuing evolution of our technology, the demands for more enhanced services is also a growing trend and focus at Harro Höfliger. Therefore, great importance is given to expanding our range of services to meet your needs and to adapt our services to the life cycle of your product.

Since mid-2017 our service units Pharma Services, Engineering & Innovation Services, Device Services and Validation Services have been working under the common umbrella of Process Services, which are directly linked to the Executive Management. This is how we ensure continuity to the operations and procedures within your company. It is the prerequisite for understanding, transferring and implementing your processes in a targeted manner.

This example of Device Services shows how new service offerings are developing at our company. The process-related adaptation of customer devices has always been part of our consulting services. The experience gathered from countless customer projects in addition to our own developments, such as the XStraw<sup>®</sup>, an oral administration device in straw format, form the basis of our growing expertise. Discussions with customers repeatedly confirm that this know-how is an important factor in minimizing their risks. Therefore, at our customers' request, we now include devices to an even larger extent in the overall development process. To put it simply, we implement and/or optimize your ideas.

Active ingredient, device and industrial manufacturing options undergo perfectly coordinated optimization processes until they are tested on trial machines. Up-scalable, of course! This means that the path to series production is always open for you. No stumbling blocks, no risk. We look forward to accompanying you.

Your

Thomas Weller,  
CEO at Harro Höfliger