

MENTOR
TECHNICAL GROUP

**Your Partners
in Compliance™**

mentortg.com





Setting Service Standards

Mentor Technical Group (Mentor) is a minority-owned business setting new standards for multidisciplinary compliance, technical, and engineering services. We partner with leading companies to maintain compliant, reliable operations in life science and other highly regulated industries. Through proven processes and a team of specialized professionals, Mentor delivers a comprehensive portfolio of best-practice solutions that give our clients confidence and flexibility for better outcomes.

Mentor is partnered with 9 of the top 10 life science companies.

- ▶ 23+ Years of Experience
- ▶ Certified Minority-Owned Business
- ▶ 600+ Team Members Worldwide
- ▶ Rapidly Growing Footprint
- ▶ Internal Idea Management Processes

OUR PEOPLE

A Loyal Team of Highly Skilled Professionals

Mentor is made up of skilled professionals and technical experts with unique compliance experience and a track record of reliability, responsiveness, and transparency. Unlike our competitors, we self-perform technical and engineering services and maintain a robust network of specialized suppliers to oversee all contracted work from concept to completion. Integrating seamlessly into your facilities, we go above and beyond to deliver during peak demand and get jobs done the right way, every time.

OUR PROCESSES

A Proven Approach to Optimal Outcomes

A culture of compliance and accountability has always been fundamental to our approach as a service provider and why so many top life science teams look to Mentor for full visibility, strong business continuity, and zero service disruption. Through scalable management and service methods, process integrity and innovation, and an ISO 9001 and 17025 certified quality system, we've earned recognition for quality, safety, and our status as an accomplished Tier 1 diversity service partner.

OUR PROMISE

A Trusted Partner for Best-Practice Services

Mentor offers our partners a comprehensive portfolio of value-added compliance, technical, and engineering solutions built on best practices for service performance in pharmaceuticals, biotechnology, medical devices, and other highly regulated industries. With efficiency and innovation always in focus, we work to standardize processes across facilities, save money, and reduce operational risk.

Industries We Serve



Pharma



Biotech



Medical Devices



Food & Beverage

Scalable Solutions



End-to-End Asset Lifecycle Management

- ▶ Commissioning/Decommissioning
- ▶ Maintenance & Calibration, Asset Strategy Management
- ▶ Warranty & Service Management

Asset Condition Assessment Surveys

Predictive Maintenance

- ▶ Vibration Analysis
- ▶ Ultrasound Inspection
- ▶ Dynamic Balancing
- ▶ Laser Alignment
- ▶ Infrared Analysis

Full-Service Programs with Hardware/Software-Tailored Digital Solutions

Safety

- ▶ Gas Level Monitoring
- ▶ Access Monitoring
- ▶ Alarm Management

Metering

- ▶ Utility Metering
- ▶ Energy
- ▶ UV-C

Condition Monitoring

- ▶ Humidity
- ▶ Temperature
- ▶ Level
- ▶ Current/Voltage/Power
- ▶ Notification

Compliance

- ▶ Pest Control
- ▶ Environmental Monitoring



Comprehensive Calibration Services

- ▶ Calibration Outsourcing with Resident or On-Demand Calibration Technicians
- ▶ Program Management
- ▶ Availability for Emergency & Peak Calibration Needs
- ▶ SME Consulting, Technical Training, CAPAs & Investigations

ISO Certified Metrology Laboratories

- ▶ Temperature RTDs, PRTs, TC, Thermistor
- ▶ Low to High Pressure
- ▶ Electronics & Data Acquisition
- ▶ Humidity Parameter
- ▶ Pipettes Programs
- ▶ Weights Certifications
- ▶ Equipment Rental



Hard Services

- ▶ Utilities & Maintenance Operations
- ▶ HVAC (Production)
- ▶ Waste Management
- ▶ Effluent Treatment
- ▶ Elevators
- ▶ Painting & Insulation
- ▶ Building Fabrics
- ▶ Small Projects

Soft Services Management

- ▶ Cleaning & Janitorial
- ▶ Security
- ▶ Landscaping
- ▶ Archiving & Mail Services

Regulatory Services

- ▶ Commissioning & Validation
- ▶ Quality Audits
- ▶ Customer Satisfaction



Regulatory Compliance & Technical Services

Commissioning & Qualification

- ▶ Facilities & Utilities
- ▶ Equipment & Systems (Manufacturing, Packaging & Laboratory)

Validation

- ▶ Process & Cleaning Validation
- ▶ Packaging & Packaging Process Validation
- ▶ Computer Systems Validation (Software & Hardware)

Project Management

- ▶ Construction
- ▶ C&Q/Validation

Automation, IT & IS

- ▶ Building Systems
- ▶ Process Automation
- ▶ Information Systems (LIMS, ERPs, DCA, etc.)

Regulatory Compliance

- ▶ Investigations / CAPA
- ▶ Compliance Audits (Supplier, Systems & Pre-Inspection)
- ▶ Technical Writing & Documentation Systems
- ▶ Quality Systems Management & Assessment
- ▶ Remediation Support

Technical Service

- ▶ Technology Transfer
- ▶ Packaging Engineering
- ▶ Manufacturing Engineering



EHS Consulting

Benefits

- ▶ Improve Hazard Awareness, Reduce Injuries & Lower Risk
- ▶ Minimize Waste, Insurance Costs & Energy Costs
- ▶ Increase Equipment Efficiency
- ▶ Streamline Training & Improve Retention

Team

- ▶ Environmental Engineers
- ▶ Industrial Hygienists
- ▶ Safety Managers
- ▶ Process Safety Experts
- ▶ Construction Safety Inspectors
- ▶ Biosafety Experts
- ▶ Environmental Technicians

Service Areas

- ▶ Health & Safety Program Development
- ▶ Safety & Environmental Audits & Inspections
- ▶ Industrial Hygiene Surveys
- ▶ Process Safety Management
- ▶ Sustainability Services
- ▶ Ergonomic Services
- ▶ EHS Training Programs

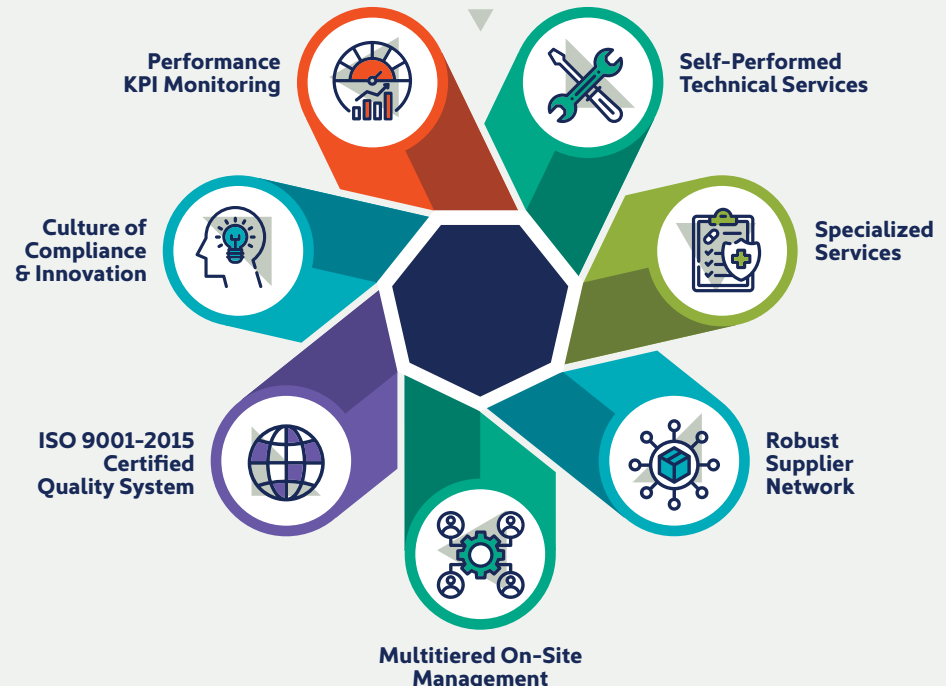


Our Value Proposition

- ▶ Strong regulatory compliance experience for quality, calibration and metrology, and EHS
- ▶ Full visibility and financial accountability for proven cost control, savings, and competitiveness
- ▶ Engineering best practices that promote facilities and utilities management harmonization
- ▶ Unwavering focus on the voice of the customer and integrated program governance

Our Service Difference

Mentor's essential qualities enable us to set the standard for multidisciplinary compliance, technical, and engineering solutions.



Committed to Excellence

For more than two decades, leading companies in highly regulated industries have placed their trust in Mentor as their single-source provider of compliance, technical, and engineering services. Our commitment to supporting optimal business operations began in 2000 through an initial set of technical and regulatory compliance solutions. We expanded to meet clients' requests for a single reliable partner that offers efficient and flexible solutions for better outcomes.

Focused Growth

With our Tier 1 diversity supplier status, we have been able to accomplish all of this and more for our clients, growing quickly to become Puerto Rico's largest multidisciplinary provider, partnering with nine of the top ten global life science firms. As we set new standards in the mainland United States and beyond, we're proud to build upon our legacy of integrity, accountability, and excellence.



Discover How a Partnership with Mentor Can Improve Your Business Operations.

Contact us for more information on our multidisciplinary compliance, technical, and engineering services.

787.743.0897 | info@mentortg.com

[X](#) [in](#) [f](#) [@](#)