Focused on your goals

SERVICES AND SUPPORT CAPABILITIES OVERVIEW

The Measure of Confidence
Laboratories today face complex scientific and business challenges that require the support of a true service partner—a service partner that provides key insights into your lab operations, helps solve tough technical problems, and dramatically improves scientific and business outcomes across a local, regional or global laboratory enterprise. Agilent is that partner, providing a complete continuum of Agilent CrossLab Service and Support focused on your organization’s scientific and business goals.

The Continuum of Agilent CrossLab Service and Support

From multivendor instrument repair and maintenance to enterprise asset management, Agilent offers a continuum of service and support options tailored to your operational needs. As a customer, Agilent will help you identify and implement the optimal service and support model to maintain your equipment, qualify your instruments, educate your staff, manage your equipment inventory, and deliver business insight and advice. These options include:

- Laboratory Instrument Services
- Laboratory Equipment Management Services
- Laboratory Business Intelligence
- Enterprise Asset Management

Why Choose Agilent CrossLab Service and Support?

As your laboratory operations partner, Agilent brings you the business insight, operational rigor, thought leadership, and over 60-years of experience serving the laboratory community with high-quality products and services. By focusing these resources on your specific scientific and business goals, Agilent CrossLab Services and Support enable you to:

- Fully leverage data from laboratory operations for evidence-based decision making
- Gain key insights into the complete installed base of scientific instruments
- Reduce the total cost of laboratory equipment ownership
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Laboratory Instrument Services
The power of Agilent CrossLab’s Service and Support capabilities are built around the core strength of our instrument services. Instrument Services offers comprehensive repair and maintenance support for laboratory apparatus and devices, analytical instruments, life science equipment, lab automation and process equipment in the master inventory registry—regardless of manufacturer—including:

- Customer Education Services
- Regulatory Compliance Services
- Staff Augmentation Services

Agilent Education Services
Provide your employees with the education and hands-on experience they need to improve performance and enhance their careers. Choose from a portfolio of educational offerings—from basic operations to advanced workflow techniques—delivered by qualified instructors onsite, online or at one of our global training facilities.

- Schedule onsite or online training courses ranging from introductory to in-depth
- Customize courses to meet your laboratory’s needs
- Get “one-on-one” expert instruction in methods development and workflow optimization

Regulatory Compliance Services
Verify and qualify the performance of your laboratory instruments—Independent of technology and manufacturer. Since 1995, Agilent has consistently ranked #1 in compliance services. Agilent compliance experts work directly with your laboratory personnel and standard operating procedures (SOPs) to develop universal and custom equipment qualification plans and delivery schedules, including:

- A single Agilent-delivered qualification protocol that is automated and paperless
- A streamlined review process with harmonized lab-wide electronic reports and records
- Reduced total cost of instrument qualification

Staff Augmentation Services
Add the staff you need, when and where you need it, with Staff Augmentation Services. This onsite staffing strategy enables you to add qualified and experienced professionals matched to the service and support levels dictated by the laboratory equipment installed base, SOPs, and compliance and laboratory workflow requirements.

- Gain access to expert industry knowledge and technical experience with flexibility to scale
- Free your permanent laboratory staff to focus on core science and business objectives
- Reduce operating cost
Laboratory Equipment Management Services

With Agilent CrossLab’s Laboratory Equipment Management Services your laboratory, operations and facilities managers can quickly identify what equipment is in the laboratory, where it is and how often it is being used. These services are built around:

- RFID Inventory Management Services
- Remote Advisor
- Asset Utilization Reporting
- Laboratory Relocation Services

RFID Inventory Management

Understand the instruments and equipment that sit in your laboratories. The Agilent CrossLab RFID Inventory Management Services provides the tools and methods to maintain an accurate and up-to-date laboratory equipment asset inventory registry. Using radio-frequency identification (RFID) technology to tag, commission, track, manage and report inventory data, these services make it possible to:

- Automatically and accurately track and manage laboratory equipment
- Cut labor hours required for inventory audits and cGXP inventory management
- Provide inventory data for Enterprise Asset Management Service

Remote Advisor

Measure instrument utilization in real-time. Remote Advisor offers real-time support and asset-reporting tools for Agilent and selected non-Agilent systems. These tools provide powerful remote diagnostics and detailed reports to help you maximize productivity by monitoring your equipment 24/7:

- Receive alerts via real-time SMS text or email messages when an instrument malfunctions
- Link directly to Agilent service engineers for troubleshooting instrument problems
- Generate reports that detail equipment configuration, availability and utilization

Equipment Utilization Reporting

Get the most out of every instrument. Agilent CrossLab Utilization Reporting Services evaluate laboratory equipment usage by monitoring the status of key instrument components. This data is then used to analyze and report what the instrument is capable of producing compared to what it actually produces, allowing your laboratory to:

- Collect key data about instrument use and availability on an ongoing basis
- Establish historical equipment usage trends to aid in scheduling service events
- Understand equipment productivity and life cycles
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Laboratory Relocation Services
Agilent CrossLab’s Laboratory Relocation Services offer a suite of scientific instrument and laboratory equipment moving services, independent of lab equipment, make, model and type. Whether you’re moving a lab down the street or overseas, Agilent provides a broad range of services from site planning, decommissioning, pack, move and ship, setup and regulatory compliance, including:

• Worldwide laboratory relocation
• Site preparation planning
• Guaranteed postmove performance and complete documentation

Laboratory Business Intelligence
Agilent CrossLab’s Laboratory Business Intelligence Services mine and collect data from laboratory operations data sources and transform it into actionable information to help laboratory managers and executives:

• Answer key questions about laboratory equipment, workflows and personnel
• Measure and assess the technological, productivity and economic performance of the laboratory enterprise
• Identify opportunities to leverage lab resources and equipment across multiple lab sites.
Enterprise Asset Management Services

Agilent CrossLab’s Enterprise Asset Management combine Laboratory Business Intelligence, Equipment Management and Laboratory Instrument Services to provide holistic support for your laboratory operations. These services may also be used on an as-needed basis to help you achieve your laboratory and business goals.

Enterprise Asset Management constitutes the highest level of Service and Support available from Agilent. Through a select combination of business intelligence, lab equipment management and multivendor instrument service, Enterprise Asset Management Services enable your organization to:

• Leverage data and insights into laboratory and business processes to improve operational efficiency
• Optimally and sustainably manage assets, including their performance, risks and expenditures over their life cycles
• Systematically implement and coordinate activities and practices throughout the laboratory enterprise to meet or exceed strategic objectives
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Learn how Agilent CrossLab Services and Support benefit your organization

Agilent can take your lab to new levels of productivity and innovation. Our engineers and laboratory operations advisors are the most qualified in the industry, highly trained and fully committed to helping your organization achieve operational excellence. They have made Agilent the preferred lab-wide service provider with customers of all sizes, including 12 out of the world’s top 15 pharmaceutical companies. And they’re ready to work for you.