As an OpenLAB customer you want to be sure that the client server system you put in your lab will be implemented efficiently, remain robust and maintainable, and give you the added value that you were looking for at the outset of your project.
Agilent has a team of specialists whose aim is to assist you the **Project Services Organization**

PSO members are experts in implementing Lab Information System solutions for our OpenLAB customers. Expertise is defined and the conjunction of knowledge as experience. In this case:

- In depth knowledge of our OpenLAB product portfolio and related elements of your IT environment and business context
- Experience of different lab workflows, sector related contexts and business constraints obtained from the execution of hundreds of OpenLAB projects.

Knowledge sharing within the group and a strong emphasis on training maximize the expertise we can bring to the table for your project.

The PSO Services group offers a wide array of different services, each of them adding specific value to you. They fall into different categories:

**Efficient implementation**

- **Site preparation** – Liaising with you and your IT to ensure that any infrastructure issues are treated before implementation
- **Project Management** – Helping you manage the necessary project resources to meet your objectives on time and on budget
- **Implementation services** – Installation and (optionally) qualification of the different components of the solution.

**Consulting**

- **Presales** – drawing on experience, we will work with you to propose the solution best adapted to meet your objectives, point out risk and possible mitigation and build a project plan adapted to your context and constraints.
- **Project** – bespoke services to assist you integrating your workflows or to achieve more complex tasks such as back up and fail over systems, data migration etc.

**Training and knowledge sharing**

- **Certified training courses** – both end users and administrators
- **Hands on assistance** building specific configurations, reports, templates etc. that reflect you workflows. (Examples: Intelligent Reporter report template, Electronic Lab Notebook templates etc.).
Efficient implementation

Site Preparation Service

During a one day on-site consultancy with one of our PSO specialists, we will make an assessment of works required to implement your solution in the most efficient manner. During the discussion, we will cover and document the points below

- Instrument list including firmware versions, IP addresses and locations to ensure correct AIC placement
- Existing network cabling in the laboratory to be used for instrument connection
- Discuss disk space requirements based on existing disk space consumption
- Discuss hard- and software specifications for the new systems IT infrastructure
- Discuss network requirements for the new system

What are the benefits

- Faster implementation as communication between IT, IT service provider, laboratory and purchaser is facilitated by PSO consultants that talk to these groups constantly.
- Better selection of correctly sized IT hardware reduces cost and prevents costly upgrades or bad performance during the life time of the system.
- IT requirements on paper can only be a general guideline, each system is individual and PSO consultants can quickly identify savings in IT hardware or shift the money to prevent bottlenecks in performance for a system.
- PSO consultants understand the language and requirements of the laboratory and can translate these into IT requirements. This makes your live in IT easier as you talk to people that speak the same language.
- PSO consultants know exactly the networking requirements for instruments with respect to IP address usage (fixed, bootp, DHCP), network traffic (speed, latency and bandwidth requirements). These can differ substantially from usual IT application like ERP or back office applications. This ensures correctly sized and placed networking infrastructure that does not interfere with the standard IT applications and vice versa.

Implementation Service and Project Management

Dedicated Project management is key when delivering larger OpenLAB systems to ensure adherence to a well-defined schedule. Agilent project managers have a wealth of experience as they daily work on similar projects.

A PSO consultant will perform the installation work for the server side of the system. Additional tasks such as qualification and site preparation can also be included.

Depending on the numbers of clients a PSO consultant will work out together with your IT department the most effective solution for the client roll-out with respect to cost and productivity impact in the laboratory.

The PMP certification ensures qualified personnel will be delivering the project services according to established best practices. This makes cooperation between the customers and Agilent teams easier.

What are the benefits

- A single point of contact at Agilent will ensure IT and laboratory related tasks are well coordinated. This translates in a more efficient implementation as PSO consultants ensure the required parties (IT, IT service provider, laboratory, etc.) work coordinated
- Optimal scheduling of the implementation
- Internal resources can continue to run the day to day work and the effect on productivity during the implementation is minimal.
Consulting

General Consulting – for any needs you may have

A typical example of consultancy is the set-up of the back-up strategy in a cost effective manner, that will fulfill the laboratory requirements regarding data safety. Our PSO consultant is the perfect “translator” between IT and the lab, as he works with both worlds on a daily basis. Thanks to this ability to understand both “languages”, the definition of the appropriate backup is defined much faster, saving money for unnecessary hardware and speeding up the implementation.

We develop and implement backup procedures that minimize the impact on laboratory operations.

Workflow Service

In an onsite visit a PSO consultant analyses the current customer workflow when using software and the IT infrastructure in the laboratory. This includes sequence setup, result calculation and reporting, data transfer between different systems, access to shares, backup routines, archival routines printer usage and others.

Based on this analysis recommendations are made how to change the workflow or infrastructure to be make more efficient utilization of the available system.

What are the benefits

- Bring in additional resources from outside that can start working immediately on the project.
- Internal resources can continue to run the day to day work and the effect on productivity during the implementation is minimal
- Perfect communication between the laboratory world and the IT department, ensuring a smooth implementation of the systems
Training and Knowledge Sharing

On-site Personalised Training
A PSO consultant will visit you and deliver a specific training tailored to your workflows and system. Typically, we will use your system during the training, to maximize the efficiency of your start-up.

What are the benefits
- PSO consultants understand the in depth IT aspects of the system and can adapt the training contents to the needs of the IT department. The training can be focused on user authentication using LDAP, AD group creation, services required to be running, etc. as configured for the customers system.
- Once the system goes live users already feel at home in the system as the training was customized to their way of using it and not some generic agenda.
- Customizing the training allows to optimize the course length for the required knowledge transfer, avoiding boring repetition of information already known by the users.

Startup Services
Startup services are available to optimise the implementation of advanced add-ons, such as OpenLAB Intelligent Report Server. The system add-on will be implemented by the same team that implemented the core system. The required information for the infrastructure is already available. This speeds up the process and the impact on system operation is minimized.

What are the benefits
- A PSO consultant with specific domain knowledge on add-on products will do the project management and the complete installation work. The startup services include time for trainings and consulting to maximise productivity from day one. If required, qualification can also be included.

What are the benefits
- The system add-on can seamlessly be integrated into existing backup and high-availability strategies. This will also take into account the specific configuration of the add-on.
- The add-on will be configured customer specific for your laboratory requirements. This avoids unnecessary data storage or CPU resource usage.
- The included consulting time allows implementation of specific workflows to guarantee the correct use of the add-on right from the beginning.
Introducing OpenLAB Software

**CAPTURE • ANALYZE • SHARE** That’s what OpenLAB software is all about.

OpenLAB is a rich, integrated software portfolio built on a set of customer-driven architectural values. OpenLAB delivers superior performance, open systems integration, and investment protection that support each step in the life cycle of scientific data. In short, OpenLAB unlocks your lab so you can be more productive.

**OpenLAB Commitment**

Our commitment is to deliver more value across each step in the life cycle of scientific data—from data collection and analysis to interpretation and management. While we would love it if all your instruments and software were from Agilent, we realize that’s not reality. So we designed OpenLAB to offer broader customer choice. OpenLAB adapts to your laboratory environment and connects with instruments and software from many manufacturers.

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**OpenLAB Solutions**

- **OpenLAB CDS (coming soon)**
  - Integrating data acquisition under a single platform, the OpenLAB Chromatography Data System:
    - Provides multi-technique, multi-vendor instrument control.
    - Supports ChemStation and EZChrom Elite workflows.
    - Enables full scalability with central data storage.

- **OpenLAB ELN**
  - Providing scientists with a way to capture and manage the details from each day’s experiments, OpenLAB Electronic Lab Notebook:
    - Improves collaboration throughout the lab or across a global enterprise.
    - Supports workflows across multiple disciplines.
    - Streamlines data capture and retrieval and secures intellectual property.

- **OpenLAB ECM**
  - Providing a secure, central repository and rich content services, the OpenLAB Enterprise Content Manager:
    - Enables you to automate and optimize business processes.
    - Enables searching, managing, archiving, and reporting of your business critical information.
    - Manages raw data and human-readable documents of nearly all file types.
For more information

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