Agilent CrossLab Services and Support Portfolio

TRANSFORM YOUR LABORATORY OPERATIONS
Real Stories from the Lab: See examples of CrossLab insight at work: www.agilent.com/chem/crosslabstories
Today’s laboratories face complex challenges—from rapidly changing technology and global network integration to demanding new regulations and changing lab skill levels. The support of a true business partner can help you address those challenges and improve the performance of your lab at every level.

Agilent CrossLab connects you to a global network of experts who strive to deliver insight in every interaction to support your success. From instrument maintenance and repair, relocation and inventory management services, to compliance and software solutions, or consulting and education—Agilent CrossLab is here to help protect your Agilent and non-Agilent instruments—so you can transform your laboratory operations in the best ways possible.
Maintaining instrument performance and keeping operations running consistently are the foundations of maximizing laboratory productivity and efficiency. Agilent CrossLab services offer flexible solutions to suit your lab’s specific needs and budget.

We offer maintenance and repair On Demand as a per-incident service, as well as part of a flexible contract, which can be tailored to your needs. Whichever option you choose, you get Agilent-quality support, trained staff and genuine parts.

**Maintenance and Repair Protocols**

The Agilent CrossLab team ensures you always receive consistent and reliable service of your instruments and accessories:

- Expert, onsite repair of Agilent and non-Agilent instruments, when and where you need it
- Skilled Agilent engineers—trained in our factory to diagnose and repair problems quickly
- Flexible terms—choose the rate and response time that best fits your needs
- Pre-visit case evaluation—speak to an Agilent specialist to ensure the engineer arrives with the right tools and parts
- Preventive maintenance—keep your instruments performing with regularly scheduled preventive maintenance, source cleaning, and operational qualification services

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**Instrument Maintenance and Repair Services**

<table>
<thead>
<tr>
<th>Onsite Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>✅ Preventive maintenance</td>
</tr>
<tr>
<td>✅ MS ion source cleaning</td>
</tr>
<tr>
<td>✅ At-Your-Site instrument repair</td>
</tr>
<tr>
<td>✅ At-Your-Site instrument repair plus consumables</td>
</tr>
<tr>
<td>✅ On Demand repair services (time &amp; material)</td>
</tr>
<tr>
<td>✅ Laboratory moves and instrument relocation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Center Repair Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>✅ Return-to-Agilent repair</td>
</tr>
<tr>
<td>✅ Return-to-Agilent with instrument loaner</td>
</tr>
<tr>
<td>✅ Instrument exchange</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Remote Services</th>
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</thead>
<tbody>
<tr>
<td>✅ Technical phone support</td>
</tr>
<tr>
<td>✅ Instrument monitoring and diagnostics</td>
</tr>
</tbody>
</table>

*Services for non-Agilent chromatography and spectroscopy instruments available; inquire for more information*
Remote Advisor

Remote Advisor is Agilent CrossLab’s next-generation service and support platform. It is included in many Agilent service plans and allows you to make data-driven decisions more easily by:

- Monitoring instrument status and responding quickly to operating errors
- Measuring utilization and availability of analytical instruments in your laboratory
- Tracking instrument usage trends across the laboratory enterprise
- Optimizing your consumables spend

Multi-Vendor Service

With Agilent CrossLab Multi-Vendor service, our Agilent certified engineers will take care of the instruments in your entire lab. The best part—your instrument uptime and lab efficiency are guaranteed.

- AB/SCIEX
- Bruker/Varian
- CTC Analytics
- Thermo/Dionex
- Gilson
- Merck/Hitachi
- PerkinElmer
- Shimadzu
- Waters
- Others

Minimize regulatory risk with Agilent CrossLab

- 20+ years of regulatory compliance experience
- 30,000+ successful qualifications worldwide
- Fully automated, compatible with most chromatography data systems, independent equipment manufacturers
- Meet FDA, EU Annex 11, EU GMP (PIC/S), and 21 CFR Part 211 regulations

Compliance Qualification Services

Reduce your regulatory risk by having CrossLab experts verify and qualify the performance of your laboratory instruments—indepedent of technology and manufacturer. We ensure your systems are qualified for use in regulated environments.

- Harmonization across instruments, regardless of model or manufacturer
- Flexibility to configure testing to SOP requirements
- Full automation to ensure adherence to protocol
- Paperless electronic reports and signatures
Software Maintenance Agreements

Agilent CrossLab Software Maintenance Agreements (SMA) for workstations protect your software investment in the same way service contracts protect your instruments:

• Includes software subscription and telephone-based technical support
• SMA annual renewals ensure your software remains fully operational and includes new features
• Timely updates or upgrades keep your software current and let you achieve the highest possible system performance

Parts and Supplies

Agilent offers a complete multimillion dollar portfolio of supplies and service parts for Agilent and non-Agilent equipment:

• Inventory includes genuine Agilent parts, other OEM parts, and Agilent-certified multi-vendor parts
• Agilent supplies are manufactured to perform seamlessly with a variety of other manufacturers’ analytical instruments
• Parts distributed through Agilent’s global logistics network ensure availability of service parts at the customer site when needed

Extended Services

For instruments that are many years out of production, Agilent CrossLab ensures your aging instruments are supported as you transition to newer technologies. Extended services include:

• Telephone support from factory-trained specialists to isolate and resolve hardware problems
• Contractual or On Demand services to keep your systems at peak performance
• Standard or priority response time
• Genuine Agilent consumables and parts
• Trusted Agilent expertise and factory procedures
AGILENT CROSSLAB SERVICE CONTRACTS

Agilent CrossLab offers three unique levels of repair, maintenance, and compliance support for all major Spectroscopy, LC, GC, and MS models, regardless of manufacturer:

**Agilent CrossLab GOLD**
Priority coverage with ultimate uptime. Get all the benefits of our Silver plan, plus VIP advantages like next-business-day response, onsite parts storage, 24/7 call logging, dedicated account service engineer, and quarterly status reviews

**Agilent CrossLab SILVER**
All the benefits of our Bronze plan, plus valuable extras like annual preventive maintenance, optional compliance services, and Remote Advisor Alert

**Agilent CrossLab BRONZE**
Total onsite hardware repair coverage from multiple manufacturers, at a fixed annual price

<table>
<thead>
<tr>
<th>Services included in all CrossLab agreements</th>
<th>Gold</th>
<th>Silver</th>
<th>Bronze</th>
<th>Preventive Maintenance</th>
<th>Software Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact-level Preferred Response vs. T&amp;M</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Hardware Telephone Support</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
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<tr>
<td>Software Telephone Support</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>All Agilent Software Revisions</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Onsite repair services</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unlimited Onsite Repair Visits (travel &amp; labor)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<td></td>
</tr>
<tr>
<td>Parts Required for Repair</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
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<tr>
<td>Consumables/Supplies Required for Repair,* including liners, seals, tubing, assemblies, and multipliers</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance services</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Annual Onsite Preventive Maintenance</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Advanced diagnostics and reporting</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Agilent Remote Advisor- Assist**</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Agilent Remote Advisor- Report***</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<td></td>
</tr>
<tr>
<td>Agilent Remote Advisor-Alert</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>High availability services</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
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<tr>
<td>Next-business-day Response</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Onsite Parts Cache</td>
<td>✓</td>
<td></td>
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<tr>
<td>Assigned Service Engineer/Manager</td>
<td>✓</td>
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<tr>
<td>Quarterly Status Reviews</td>
<td>✓</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Compliance services (optional)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Discount when bundling Operational Qualification (OQ)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
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<tr>
<td>Guaranteed Pass OQ</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<td></td>
</tr>
<tr>
<td>Discount when bundling re-qualification (RQ)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Per local parts replacement policy. ** Where available installation required. Installation fees waived when connecting minimum number of systems. † Selected reports available.
Agilent CrossLab can help you get the most out of your instruments, laboratory, and staff. Our educational and consulting services are for companies of all sizes and employees of all skill levels. The best part—you’ll have access to the same experts who designed the instruments, software, and processes you use every day. With their help, you can increase proficiency and productivity at all levels.

**Agilent University**

**Learn in our classroom, at your site, or online**

From basic operations courses to in-depth training that covers advanced workflow techniques, our team of industry experts can help wherever it’s most convenient for you.

- In the Agilent classroom—formal training at one of our global training facilities
- At your site—customized training at your site with no need to travel
- Online—online self-paced and virtual classroom programs

**Invest now, train later**

Agilent Training Credits are a way for you to prepay for credits and use them for courses over the next 24 months—without having to choose specific dates, locations, or topics.

**Real Stories from the Lab**

See different ways Agilent University is helping labs around the world.

[www.agilent.com/chem/stories/AgilentUniversity](http://www.agilent.com/chem/stories/AgilentUniversity)
**Method and Application Consulting**

Accelerate your productivity, from sample preparation to final report, with support from CrossLab experts.

**Agilent quality: the Method and Application Consulting process**

Our expert consultants will:

- Assess, develop, deploy, and restore applications to your defined repeatable method
- Identify solutions to application problems and expedite the time it takes to produce quality results
- Optimize your applications for consistency, quality, cost, safety, and efficiency
- Deliver actionable insights to help get your laboratory up and running quickly

**Quality in the details: the Method and Application Consulting process**

<table>
<thead>
<tr>
<th>Setup</th>
<th>Run</th>
<th>Analyze</th>
<th>Report</th>
<th>Archive</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Laboratory setup (consumables, re-agents, etc)</td>
<td>• Calibration standards</td>
<td>• Targeted quantitative analysis</td>
<td>• Customized and automated reporting</td>
<td>• Easily accessible and secure data file storage (ECM)</td>
</tr>
<tr>
<td>• Sample prep</td>
<td>• Quality control</td>
<td>• Qualitative identification of unknowns</td>
<td>• Macro development</td>
<td>• Interfacing with LIMS</td>
</tr>
<tr>
<td>• Method parameter setup</td>
<td>• Unknown samples</td>
<td></td>
<td>• Data review</td>
<td></td>
</tr>
</tbody>
</table>

**Method Restoration Services**

The CrossLab team can help you ensure existing methods will run properly after repair or maintenance has been performed.

**Agilent quality: the Method Restoration process**

During the method restoration, our technicians will:

- Perform a single injection of a known, defined standard to compare with previous results
- Run the acquisition and data analysis steps of your workflow
- Ensure your instrument/method will be ready to run immediately after your service visit

**Quality in the details: the Method Restoration process**

- Run an injection of your known QC or Agilent standard
- Check that your quantitative or qualitative method is working
- Compare retention times with the reference sample
- Compare area and/or height values with the reference sample
- Perform a visual inspection of the peak shape and compare resolution
- Generate the report in a default or in an already defined template
Compliance Consulting Services

Outsourcing non-core compliance activities has become an efficient and effective choice for many regulated companies. Leverage Agilent CrossLab global compliance expertise and enable your lab to focus on your science and increase core productivity.

- Optimize operational productivity—CrossLab experts help coordinate and complete your compliance activities
- Stay current with regulations—Agilent works with industry standards and best practices
- Augment existing resources—Your lab throughput can expand without adding extra people to your payroll
- Standardize/harmonize—CrossLab supports consistency around the world through a global network of experienced compliance professionals
- Improve compliance—Professional compliance services help manage your regulatory risk
- Work efficiently—Manage workload spikes by augmenting your staff with Agilent compliance expertise as needed

Agilent’s CrossLab Consulting Services includes:
- Computer System Validation (CSV)
- Audits/Assessments
- Custom Procedure Writing

Working collaboratively with your teams

Lean Six-Sigma processes standardize and speed up common everyday tasks, making it easier for scientists to focus on research and scientific progress. Agilent’s Lean Six-Sigma experts will work with you to evaluate each individual problem area by looking at end-to-end processes to identify the problem’s root cause and collaborate with client teams to test and implement improvements. We fundamentally rethink everything from laboratory design improvements to asset utilization, inventory levels, cycle time, and quality—combining insights with data analytics to reduce errors and process variations.
Agilent CrossLab gives you access to a global team of experts, supporting you with a full suite of services to help your laboratory perform at its best. When it comes to laboratory operations, CrossLab insight can support improved uptime and productivity, better analytical results, reduced costs, and more.

**Laboratory Business Intelligence**

A library of interactive templates combined with enterprise-wide equipment utilization reporting and exploratory analytics will transform your lab operations data into actionable insights.

**Drive technology, productivity, and economic outcomes**

LBI analytics bring clarity to your laboratory or department with evidence-based information about critical lab usage, helping to:

- Increase economic benefit—uncover cost-saving opportunities
- Improve technology migration strategies—gain a comprehensive view of all assets and the services provided on each asset
- Enhance productivity—link key performance indicators, metrics, and data to your laboratory’s productivity goals

**Real Stories from the Lab**

Lab managers leverage data to improve uptime. See the story. [www.agilent.com/chem/story44](http://www.agilent.com/chem/story44)
InfinityLab Supplies

InfinityLab supplies with smart RFID tagging technology provide critical information and full usage traceability for less downtime, greater operational efficiency, and confidence in results. These supplies are automatically recognized by InfinityLab LC Series instruments and include InfinityLab Long Life HiS deuterium lamps with RFID, InfinityLab Max-Light cartridge cells with RFID, and InfinityLab column ID tags.

Asset and Inventory Management Services

Agilent CrossLab Management Services are designed to optimally manage your inventory, workflows, and testing cycles tailored to your requirements.

Enterprise Asset Management Services

• Leverage data and insights into laboratory and business processes to improve operational efficiency
• Sustainably manage assets, from performance and risks to expenditures over their lifecycles
• Systematically implement and coordinate activities and practices throughout the lab enterprise to meet or exceed your strategic objectives

Inventory Management

• Uses RFID technology to automatically and accurately track and manage laboratory equipment
• Cut labor hours required for periodic inventory audits and compliance
• Provide seamless asset record uploads into asset accounting repositories, procurement management systems, SAP, and other maintenance management systems
**Relocation Services**

With Agilent CrossLab Relocation services, you get a dedicated partner that’s with you every step of the way—from site planning to setup:

- Comprehensive suite of laboratory equipment moving services
- Independent of laboratory equipment, make, model, and type
- Chemicals, supplies, and office space services to meet all your relocation needs
- Worldwide services include site planning, decommission, packing, moving/shipping, setup, and regulatory compliance

**Streamline lab operations with analytics and workflow tools**

- Resource Management
- Instrument Scheduling
- Inventory Management
- Workflow Tracking
- Project Coordination
- Usage Tracking
- Data Analytics

**iLab Operations Software**

Maximize cost recovery and streamline shared resource operations with iLab Operations Software. iLab is an enterprise web-based management tool designed to support operations for centralized labs and shared research resources. With a range of specialized modules and integration options, iLab can create a tailored solution to meet your needs.

**Real Stories from the Lab**

Lab managers leverage data to improve uptime. See the story.

[www.agilent.com/chem/story44](http://www.agilent.com/chem/story44)
Agilent Certified Pre-Owned Instruments

Agilent Quality to fit your budget

Agilent Certified Pre-Owned instruments come with the peace of mind of a full one-year Agilent warranty, the same as a new instrument. All Certified Pre-Owned Agilent instruments must pass operational and performance testing that must meet new instrument standards. Our instruments undergo comprehensive refurbishment including:

• Replacement of consumable parts with new Agilent parts
• All manufacturing and service updates
• Replacement of cosmetic panels with new parts to meet latest design
• Addition of new accessories needed for initial startup
• Owners of a certified pre-owned instrument also have the option to purchase Agilent installation and training services as well as extended support contracts.

Only Agilent can deliver Agilent quality

Trust the experts who designed and built the instrument to restore it to its original condition.

Agilent Technology Refresh Services

To feed the Agilent Certified Pre-owned program, Agilent can work with you to realize value for your under-utilized assets.

• Migrate to newer technology equipment
• Right size your capital assets
• Promote environmentally friendly recycling of obsolete products

Real Stories from the Lab

Agilent CrossLab strives to deliver insight in every interaction. See examples of insight at work in relocations, compliance, and more at www.agilent.com/chem/crosslabstories
**An award-winning partner with service you can trust**

When you choose Agilent, you invest with confidence. We do everything to uphold that level of trust. It starts with our Agilent Value Promise and continues with our Agilent Service Guarantee. You will always have the service and support you need to keep your lab running at peak performance.

**Agilent Value Promise**
Guarantees at least 10 years of use from your instrument, or we will credit you with the residual value towards a replacement model.

**Agilent Service Guarantee**
Our promise to you—if we cannot fix an Agilent instrument* covered by an Agilent agreement, we’ll replace it for free.

*For Agilent systems only

**SelectScience® Winner**
Agilent is the 2015 and 2016 recipient of the Customer Service of the Year award, honoring lab products and manufacturers that are making a difference in the industry.

Discover how Agilent CrossLab can enhance your science and your business. Visit us online at:

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[www.agilent.com/chem/contactus](http://www.agilent.com/chem/contactus)

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© Agilent Technologies, Inc. 2017
Printed in the USA March 28, 2017
5991-4149EN