Laboratory Resource Management

Dispelling the Myths of Analytical Instrument Service

The Truth about Keeping Instruments Operational and Scientists Focused on Their Lab Work. Some service companies don’t operate with your best interests at heart. They want you to believe that instrument maintenance, qualification and repair must be done on their terms. This is a myth. The last things your analysts should be focusing on are instrument problems, maintaining instruments, completing log books, administering contracts and escorting service engineers. Nor should they have to disrupt their work or postpone analysis because equipment is down.

Introducing Agilent’s Laboratory Resource Management Service — a custom multivendor service plan that maximizes instrument uptime and minimizes administration. By assessing your laboratory function, workflows, priorities and costs, Agilent proposes and implements a service delivery model that optimizes efficiencies and controls costs.

Laboratory Resource Management Controls Hard and Soft Service Costs by:
• Reducing instrument turnaround time after failures
• Simplifying service program administration
• Tracking and reporting on service history and instrument reliability
• Customizing a multivendor service contract that delivers just what you need

Separating the Myths from the Truths

**MYTH 1** Analysts should play the lead role in resolving equipment failures.

*Truth:* Don’t waste your analysts’ time and talent on instrument failures. Agilent’s Laboratory Resource Management puts an Agilent engineer onsite — a generalist trained to maintain and service a variety of analytical instruments and brands. When you have an instrument failure, you can e-mail, telephone, or simply shout down the hall. Agilent will take care of it!

**MYTH 2** Only the original manufacturer can properly repair instrument failures.

*Truth:* 90% of analytical instrument failures do not need to involve the manufacturer. Bid farewell to five different service companies and multiple service contracts. Agilent’s Laboratory Resource Management delivers multivendor service. When extra support is needed, Agilent escalates to the original manufacturer (OEM) in most cases. It’s the best of both worlds: you get prompt, efficient service for routine problems, and access to the experts for a one-of-a-kind crisis.

**MYTH 3** Administering service contracts must be painful and time consuming.

*Truth:* You don’t need to burn the midnight oil tracking what needs service, or reporting what has already been serviced. Agilent’s Laboratory Resource Management schedules the maintenance and qualification services, then reports to you the facts on service performance and instrument reliability. Agilent does all this under a single contract, with a single phone number to call for service.
MYTH 4 If your regular customer engineer isn’t available anyone will do. They’re all the same anyway.

Truth: You have a right to expect superlative service and support from an engineer who knows your site, your people, your priorities and your processes. Gone are the days of hand-holding numerous engineers from numerous service companies. Laboratory Resource Management assigns you an onsite agent. This engineer is committed to you and can be onsite one, three or five days every week. It’s your call.

MYTH 5 You need to have a really, REALLY big problem for the service company to actually send an engineer onsite.

Truth: You are paying for service; you shouldn’t have to apologize for calling out an engineer. Agilent’s Laboratory Resource Management makes it easy to report failures. No silly interrogations on whether your instrument is plugged in and switched on. You simply send an e-mail or call. Your onsite Agilent engineer, the one who knows you, and is familiar with your site and instruments, will respond promptly.

MYTH 6 You don’t need a report of the service delivered on your contract last quarter.

Truth: Suppliers who don’t tell you what they did to your HPLC or GC put you at a major disadvantage—with them and with the FDA. Agilent’s Laboratory Resource Management collects and reports the data on every service engagement: maintenance, qualification and repair. This provides you with a comprehensive history on each instrument as well as a record of what your service contract bought you.

MYTH 7 You should expect to pay exorbitant prices for analytical instrument service.

Truth: Unplanned downtime causes unnecessary inefficiencies. Your people are the most valuable asset in your lab. Their time is your money. Agilent’s Laboratory Resource Management develops a service delivery model tailored to make your lab run at peak efficiency. What’s more, this efficient model enables Agilent to share measurable cost savings with you.

MYTH 8 Every year Operating Departments and Procurement must battle over contracts.

Truth: You can get efficiency and uptime without the warfare. Operating Departments want analyst efficiency and instrument uptime. Procurement wants the best value at a maximum discount. With Agilent’s Laboratory Resource Management you get both. You get high uptime and efficiency, as well as a remarkable value for your money. This year, experience a win-win.

To find out how your lab can benefit from Agilent’s Laboratory Resource Management, call 1-800-227-9770 today for a presentation.

For more information about Laboratory Resource Management, visit us online at: www.agilent.com/chem/service

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