

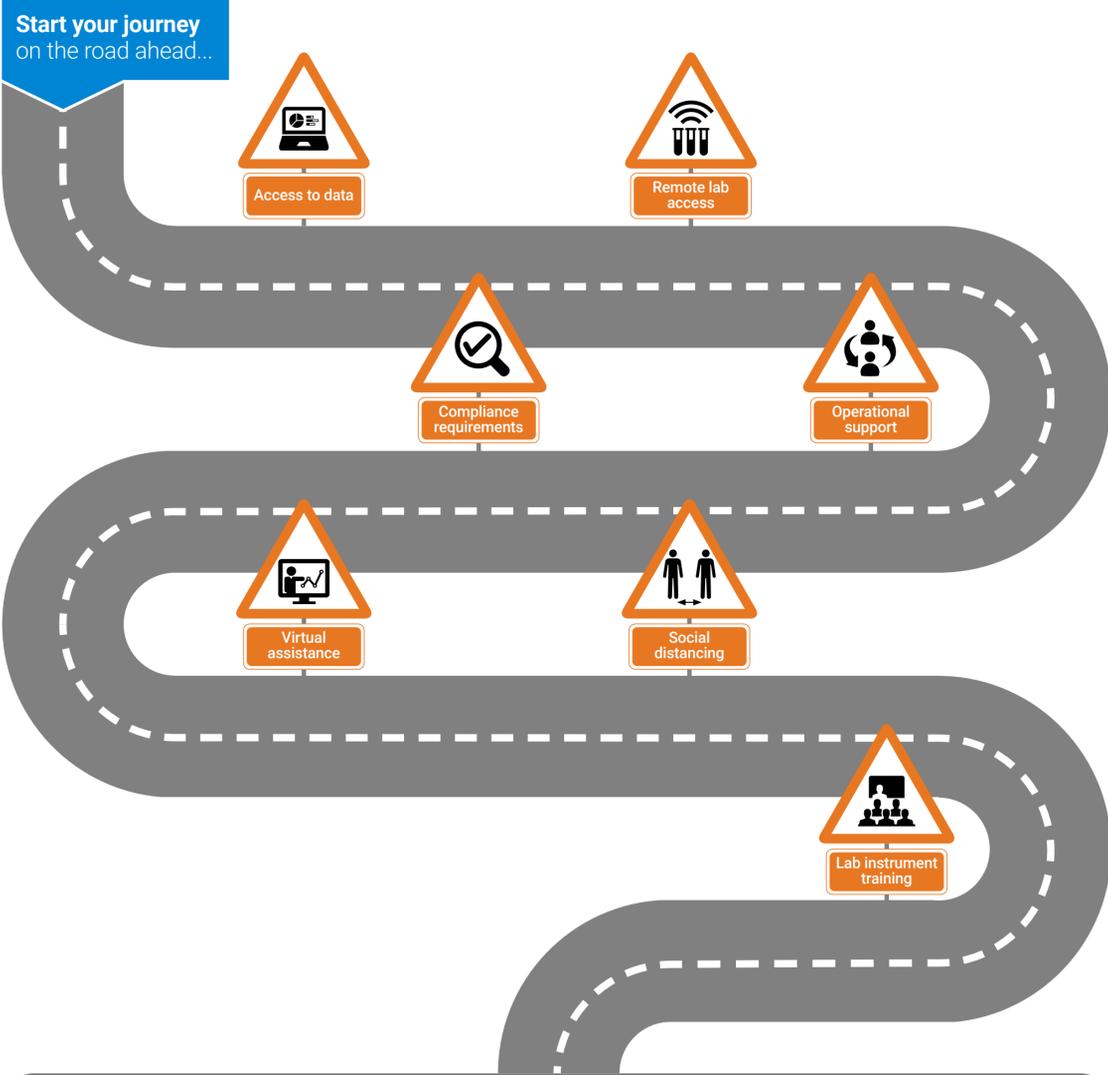
# Driving Lab Productivity

A journey to advancing laboratory operations throughout the COVID-19 pandemic



At Agilent, we are committed to supporting our customers through these unprecedented times. This infographic identifies key common disruptions our customers are experiencing during the COVID-19 pandemic, and highlights new innovations from Agilent that **simplify**, **optimize** and **transform** laboratory operations so that businesses can adjust to the new normal.

Start your journey on the road ahead...



## Do you have access to the data you need to make good business decisions?



It's important for lab managers to know their instrumentation base well so that they can pinpoint which part of their workflows are susceptible to disruptive situations, and identify opportunities to improve efficiencies.

Asset Lifecycle Performance Management starts by tracking assets to provide visibility and financial clarity over laboratory operations. **CrossLab Asset Monitoring** is part of the CrossLab Connect group of services, designed to help labs get greater visibility and control.

Agilent Asset Utilization Monitoring incorporates advanced IoT sensor technology and data analytics to enable lab-wide visibility. By integrating sensor-based utilization monitoring with business analytics, asset monitoring measures how a lab uses instruments of any type, manufacturer or software.

## Are you able to access your lab remotely?



Digital lab connectivity is at the core of enhancing lab operations, especially during disruptive situations. For example, during 2020, 47% of labs were shut down during the early COVID-19 restrictions causing operational backlogs. By introducing lab-wide connectivity, lab operators can monitor all instrumentation, access performance data, and even troubleshoot and run analysis remotely, offering end-users more flexibility when it comes to using their lab instruments.

For instance, **CrossLab Smart Alerts** monitor instrument health and provide email-based alerts, notifying lab operators *wherever they are* when to replace key consumables, perform preventive maintenance, and when an Agilent instrument stops running anywhere in the lab.

Another great way to increase lab efficiencies during unavoidable disruptions is by implementing **Simple Laboratory Information Management System (SLIMS)**. Agilent SLIMS enables customers to transition from paper to digital lab work effectively. Furthermore, the platform can process large sets of data and communicate with any instrumentation in the lab, offering customers the best solution for maximizing digital lab connectivity, from anywhere.

## Is your lab in need of operational support?



Agilent extends support to its customers who have limited resources by providing **program and project management**, which can significantly improve customer team efficiencies without adding to the organization's payroll headcount.

Depending on the requirements, an Agilent-sourced project or program manager can help manage the details of a complex task, change management, or ongoing lab management requirements.

Agilent CrossLab can support management of suppliers and vendors to manage lab-wide resources, taking administrative burden off the reduced on-site staff. Having a team who is familiar with your operations enables you to have flexibility in the face of disruption.

## Are you able to meet your compliance requirements?



Regulatory compliance is a key priority for laboratories in the event of operational disruptions. More disruptions can lead to more distractions and therefore, potentially more room for errors.

The **Agilent CrossLab Automated Compliance Engine (ACE)** enables a harmonized, paperless, and lab-wide compliance qualification process – ideal for Agilent and Multi-Vendor instrumentation. It can be installed within your IT network through Network Distributed ACE for significant data integrity compliance. CrossLab service engineers can assist with instrument qualifications, computer system validations (CSV), freeing up laboratory staff for mission-critical work.

## How do you service instruments quickly with on-site restrictions?



Soon after the worldwide laboratory shutdowns began, the **CrossLab Virtual Assist** app was launched publicly as a way to provide enhanced remote support to labs around the globe during the pandemic restrictions. CrossLab Virtual Assist is a remote-assistance mobile app that connects two people via video. It is a secure application that protects both customers and Agilent privacy with no audio, video, or image capture capabilities.

In addition to virtual viewing, it allows instrument users and Agilent service engineers to draw digital annotations that adhere to a component object in real-time. This ability to highlight an object and provide clear instructions or direction provides valuable capability for remote problem solving.

The technology allows our experienced remote support engineers to do more in-depth troubleshooting and fault diagnosis, improve remote-call resolution, and reduce instrument downtime.

## How can technology assist with lab safety and social distancing guidelines?



Scheduling laboratory activities in line with social distancing guidelines can often be both difficult and time-consuming to organize. With the implementation of Agilent's **iLab Operations Software** management systems, lab managers can easily reserve specific resources and spaces, control access to sensitive or validated equipment, and track utilization.

Agilent has effectively created a simple, standardized iLab module to help lab managers and operators in various industries schedule shared spaces—laboratories, office spaces and individual instruments—but with greater flexibility and control than an Outlook or Google Calendar.

As social distancing regulations evolve due to the coronavirus, this new offering from the Agilent CrossLab iLab team is sure to help labs adjust and evolve their return-to-work plans and gain as much efficiency as possible from their team and facilities.

## Is your lab staff keeping up to date with training and skill development?

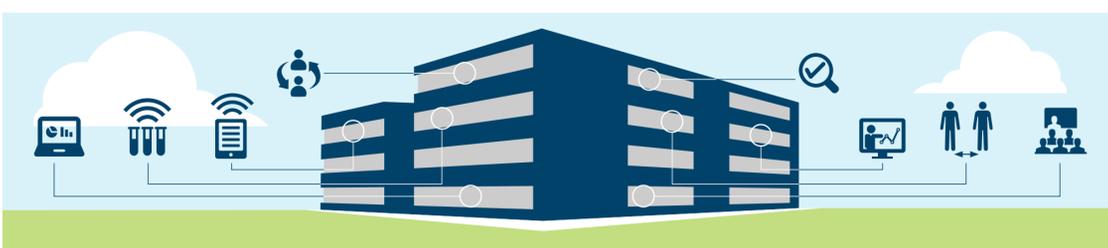


During COVID-19 global shutdowns, Agilent saw a greater demand for more remote training solutions due to travel and lab visit restrictions, as more end-users were working from home.

In support of this, **Agilent University** integrated offerings such as cloud-based online courses, self-paced e-learning, free online training and webinar series were bolstered. In particular, end-users from around the globe were able to access webinar series remotely which informed viewers about preparing labs for both shut down and reinstallation procedures, depending on the variable local lockdown measures at the time.

You're now on the road to success!

Click on the icon images below to learn more about Agilent's products and services.



For more information visit Agilent's COVID-19 Hub: <https://www.agilent.com/about/COVID-19/en/COVID-19-lab-ops.html>

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