Agilent Technologies commissioned ‘Understanding Key Challenges and Pain Points in the Global Laboratory Market’, an independent global survey of lab managers from different market segments. The primary objective of the survey was to understand lab managers pain points and find out what they need to address their most pressing concerns, as well as reveal the differences and similarities of the challenges they face.

Our survey revealed...

**Better productivity and higher throughput**
- Almost 70% of lab managers surveyed work in labs processing over 500 samples per week
- 45% indicate that they face significant pressure to process more samples

**Less maintenance/ downtime and improved workflow**
- Around 70% of productivity of laboratories is limited largely by scheduled maintenance and unplanned downtime
- Almost 75% of respondents find instrument maintenance/ downtime to be their biggest challenge in managing their laboratories

**More space**
- 1 in 5 lab managers think that size/footprint of their laboratory is a limiting factor affecting operations today
- Of these 75% believe space-saving designs of instruments can help overcome this challenge

The survey was conducted by Frost & Sullivan via a 30-minute online questionnaire in 3 regions: Europe, Asia and the USA. A total of 700 lab managers were surveyed who varied in experience, as well as company size and primary function.

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