Agilent CrossLab

Equipment Qualification Solutions for Your Entire Lab

COMPLIANCE SERVICES

The Measure of Confidence




Agilent Technologies

AGILENT CROSSLAB

AUTOMATED AND FLEXIBLE COMPLIANCE SERVICES

Quality assurance and regulatory compliance are essential to the success of your business.

Your labs are filled with various models and makes of instruments and each comes with its own equipment qualification protocols. Often that means your compliance program is heavy on reports and light on conformity. The result? Your Quality Assurance/ Quality Control department is overwhelmed with paperwork. Managers must deal with multiple compliance vendors. Technicians spend valuable time completing handwritten reports. And despite these efforts, your company may still be at risk during regulatory audits.

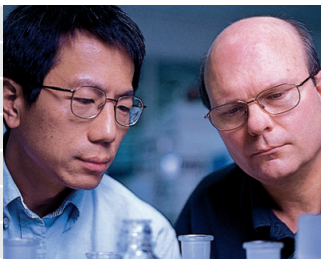
Save time and money with a single qualification protocol delivered by the industry's #1 compliance partner.

Agilent can streamline your compliance procedures across your entire enterprise and save you time and money with a solution that's compatible with instruments from all leading vendors. Agilent CrossLab Compliance Services are a comprehensive qualification solution built on a fully automated software program—Agilent's patented Automated Compliance Engine (ACE)—and delivered by the company that leads the compliance services industry.

Agilent CrossLab Compliance Service is compatible with instruments from all leading vendors, including Agilent, Waters, Thermo, Shimadzu, PerkinElmer and Gilson

Agilent CrossLab Compliance service meets all your compliance solution requirements

✓	Reliable
✓	Proven
✓	Flexible
✓	Robust
✓	Economical
✓	Global
✓	Scalable



Reliable: Minimize risk with virtually audit-proof services.

The FDA's approach to lab qualification and calibration program audits has changed with the implementation of the United States Pharmacopeia <1058> on Analytical Instrument Qualification (AIQ). Standard operating procedures (SOPs) for AIQ should meet requirements based on the well-known 4Q model: design, installation, operational and performance qualifications.

The following FDA warning letter describes the problems of noncompliance:

During the inspection, the firm did not provide an SOP for the performance verification of the HPLC and GC systems. Actually, they are contracting services for the verification of those systems, and then they are adopting contractor's SOP. Each of them has different SOPs, which includes different types of tests that do not compare. The firm should establish a procedure to assure uniformity providing specific directions and requirements for all GC Systems. Also, it will apply to HPLC systems.

FDA Establishment Inspection Report (EIR)
Source: labcompliance.com/usersclub

Agilent CrossLab Compliance service provides a harmonized approach to compliance, with comparable options across laboratory systems. ACE ensures adherence to protocol – so we deliver what you approve – and integrates fully into your company's SOPs.

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THE WORLD'S MOST ADVANCED EQUIPMENT QUALIFICATION PRODUCT

Proven: Work with the #1 compliance partner.

Since 1995, independent surveys in North American and Europe have ranked Agilent as the #1 choice for general lab compliance services. That's why Agilent CrossLab is the preferred partner for labs that must measure up to regulatory and quality standards. With more than a decade of practical experience in quality testing, we deliver unmatched confidence in your analytical results.

Flexible: Configure parameters to meet your requirements.

With Agilent CrossLab Compliance services, you can configure almost every aspect of your protocol—from tests, limits and set points to the size and detail of your reports—to support the full operational range of equipment you use. Our paperless electronic reporting system lets you choose full-length or condensed reports customized to meet your requirements. The audit-ready documents produced accept electronic signatures for quick reviews and approvals.

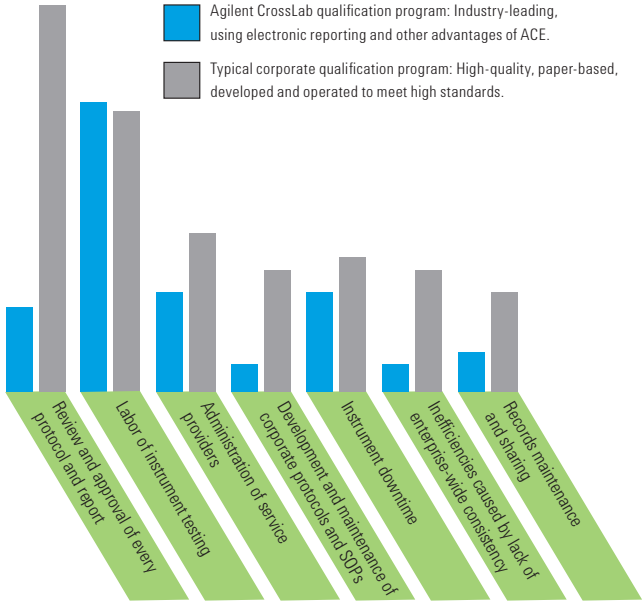
Robust: Reap the benefits of our superior service delivery software.

The new version of Agilent's Automated Compliance Engine improves efficiency, auditing and traceability.

1. **Efficiency:** Our enhanced multi-session compliance interface enables Field Engineers to deliver services and perform tasks in parallel, accelerating delivery time by up to 33% and getting lab systems back into production sooner.
2. **Auditing:** Features such as built-in data reductions with graphical capabilities assure that results meet your Equipment Qualification Plan (EQP) specifications. Our updated EQPs cover all lab equipment and support complex configurations and aggregated tests.
3. **Traceability:** An innovative workflow-based design and step-by-step guidance for each qualification task ensure adherence to protocol and consistency across techniques, laboratories and locations.

Economical: Reduce compliance cost with automated procedures.

Striking a balance between business and regulatory compliance needs can be challenging and costly. Based on data from our customers, we estimate that more than 75% of the cost of compliance is "hidden" in protocol administration, approval and upkeep. That's why even keeping all compliance responsibilities in-house will not significantly lower compliance costs.



Agilent CrossLab Compliance service significantly lowers the cost of compliance compared to a typical qualification program that simply follows good manufacturing practices.

Real savings begin when you streamline and automate your compliance procedures. Agilent CrossLab's comprehensive compliance portfolio of qualification services significantly cuts staff time while it minimizes risk—enabling you to increase productivity and improve your companies' profitability.

Global: Use one protocol harmonized across techniques and geographies.

For a single instrument or every lab in your organization, Agilent CrossLab has a solution that meets your validation needs.

> "Now companies can use one protocol worldwide delivered by a single supplier. This request came up many times at compliance conferences, as multiple protocols are difficult to explain to inspectors and increase administration, training and documentation efforts. I am happy to see that such an offering now comes from the leading compliance company."

Dr. Ludwig Huber
Internationally respected compliance and validation expert,
Chief Advisor - Global ISO 17025 and FDA/EU Compliance

Scalable: Depend on a program that evolves to meet your needs.

There's one certainty about regulatory requirements: They will change. But Agilent CrossLab's single protocol is flexible enough to meet compliance needs across your enterprise for years to come. Our efficient, risk-based qualifications follow the FDA's 21st Century initiative. When you choose Agilent CrossLab for compliance services, you benefit from a program that will grow and evolve as your needs do.

Save time and money with a single qualification protocol that's virtually audit-proof.

Contact your local Agilent representative or visit our web site today to learn how you can save valuable time and resources while streamlining your equipment qualification process.

An independent 2010 survey of labs across Europe and North America ranked us **Number 1**.

Agilent CrossLab is the preferred partner for laboratories that must measure up to regulatory and quality standards.

Contact Us

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www.agilent.com/crosslab

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From Insight to Outcome

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