



## Agilent Case Study: Magnus Diagnostics Laboratories

# Sticky Situation

Agilent helps diagnostics lab avert disaster with flexible payment plans

### Magnus Diagnostics Laboratories recently found itself in a sticky situation.

A startup based in Bethesda, Maryland, Magnus takes samples provided by doctor's offices, runs tests, and provides results. But the used Varian instrument it had just purchased was a dud — and the third-party reseller refused to do anything about it. No refund. No assistance.

"Our lab had been caught in a workflow crunch due to a defective machine sold to us from another vendor. When that vendor failed to deliver, we faced dire straits concerning how we would address our clients, who were waiting for us to resume testing," says Christine McNair, the chairman and cofounder of Magnus.

**"Agilent stepped into that gap and initiated a process that changed the landscape of our laboratory," McNair says. "They worked with indefatigable determination to redress and remedy a situation another vendor had caused."**

She turned to Agilent, which had acquired Varian in 2008, but learned that the instrument was no longer supported. Agilent recommended a Certified Pre-Owned instrument, but McNair did not have funding available to make the purchase.

The account manager brought her to Agilent Financial Solutions. There, an Agilent leasing specialist, working with one of our financial services partners, was able to secure an agreement for an operating (pay-for-use) lease for Magnus.

In that way, Magnus was able to obtain the Agilent Certified Pre-Owned instruments they needed, along with a two-year support agreement and consulting services from Agilent CrossLab.

**"Agilent's responsiveness was instrumental in helping us to clarify with our clients our revised timeline on resumption of operational capacity."**

**"They kept us abreast and in the loop throughout the whole process, while maintaining dogged determination that the process proceeds with all deliberate speed. Interaction with professionals is tenfold edifying when their passion for what they do comes across clearly."**

Christine McNair  
Chairman and cofounder  
Magnus Diagnostics Laboratories

## Agilent Certified Pre-Owned instruments include

- All calibration certificates and factory checkout data
- The same start-up tools, documentation, and accessories as a new instrument
- A 12-month, same-as-new Agilent warranty
- Installation and familiarization by expert technicians

## Advantages of Agilent's pay-for-use (operating lease) model include

- Smaller payments
- Ability to test the equipment for its intended use
- Flexibility to grow in the future
- Potential to upgrade to different or newer technology at the end of the lease term

"Should you find yourself in similar circumstances, or in a position where you want to work with people who will have your back, rest assured, Agilent surely will," McNair says. **"I am thankful on a daily basis for what they have done for us. Give them the chance to show what they can do for you."**

## Let us help

If you have more questions about Agilent's financial solutions, or would like us to create a payment plan for an instrument, please send an email to [financing@agilent.com](mailto:financing@agilent.com).

For more information about Agilent Financial Solutions, visit [www.agilent.com/en/services/agilent-financial-solutions](http://www.agilent.com/en/services/agilent-financial-solutions)

This information is subject to change without notice.