

CrossLab Connect success stories

Increasing Productivity



"With immediate alerts, downtime per outage dropped from three hours to one hour."

- Ian Coyne, Manufacturing Engineer, Agilent Newport

Agilent Newport Minimizing Downtime for Cost Savings

Agilent's Newport site is a high-volume testing facility for HPLC columns, with over 100 LCs testing over 1000 columns per day. The LCs on-site experience frequent downtime due to high-volume column testing. Fleet size and the variety of instrument configurations made it difficult to order the right parts for repairs and routine maintenance.



Agilent Newport saves **\$27k** annually by reducing downtime.

Applying CrossLab Connect



Immediate alerts for instrument outages

With CrossLab Connect alerting capabilities, Agilent Newport gets immediate alerts when an instrument stops working or needs intervention.

"Even if you have half the instruments we have, it will still make fleet management a lot easier."

- Ian Coyne, Manufacturing Engineer, Agilent Newport



Master Parts List for exact fit

Agilent Newport uses the Master Parts List to manage the exact parts and components for each of its GCs and LCs.

"With the Master Parts List, we know exactly what's in each instrument when it's time to reorder."

- Ian Coyne, Manufacturing Engineer, Agilent Newport

Minimizing Downtime for Cost Savings

Agilent Newport saved \$27k by reducing downtime. With immediate alerts, downtime per outage dropped from three hours to one hour. Getting the right part the first time has improved productivity and eased the maintenance burden.



Agilent CrossLab Connect solutions

Empower your lab to reduce cost, elevate productivity, mitigate risk, and improve sustainability.

Learn more: www.agilent.com/chem/clc

Request your free demo: www.agilent.com/en/service/laboratory-services/digital-services-demo