

CrossLab Connect success stories

Increasing Productivity



"CrossLab Connect helps us prevent delays in releasing test results to the physicians and ultimately to their patients."

– Cara Kifer, Manager, Laboratory Operations, Biodesix



Minimizing Downtime for Faster Test Turnaround

Biodesix is a leading diagnostic solutions company, driven to improve clinical care and outcomes for patients. Biodesix Diagnostic Tests, marketed as Nodify Lung® Nodule Risk Assessment and IQLung® Cancer Treatment Guidance, support clinical decisions to expedite personalized care and improve outcomes for patients with lung disease. For Biodesix, unplanned instrument downtime can mean delays in patient care.



Applying CrossLab Connect



Immediate alerts for instrument outages

With CrossLab Connect alerting capabilities, Biodesix gets immediate alerts when an instrument stops working.

"If we get an alert that something errored out, we can fix it right away, even if we're not in the lab."

– Cara Kifer, Manager, Laboratory Operations, Biodesix



Easier service requests

CrossLab Connect makes it easy for Biodesix to request service for instruments.

"CrossLab Connect logs all the error codes and information so we can just send it to the service engineers without even making a phone call."

– Sarah Phillips, Senior Scientist, Biodesix



Accurate parts replacement

The Master Parts List in CrossLab Connect eases routine maintenance for Biodesix.

"The Master Parts List in CrossLab Connect is helpful with ordering, making sure that we have the right needle or needle seat for the instrument."

– Sarah Phillips, Senior Scientist, Biodesix



Early maintenance feedback

Early maintenance feedback counters help Biodesix track usage and status of consumables.

"I look at the maintenance counters like lamp hours when we have an issue with a lamp not firing. It tells me if the lamp is past its useful life."

– Sarah Phillips, Senior Scientist, Biodesix

Minimizing Downtime for Faster Results

With immediate notifications, streamlined service requests, accurate parts replacement and early maintenance feedback, CrossLab Connect helps Biodesix minimize unplanned instrument downtime for faster results.



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