

# Agilent CrossLab

## A TRACK RECORD OF SUCCESS SUPPORTING INSTRUMENTS ACROSS THE LAB

Agilent CrossLab Services supporting AB/SCIEX | DIONEX | SHIMADZU | WATERS | BRUKER | PERKINELMER | THERMO | AND MORE

As an industry leader in analytical instrumentation with a 70-year heritage of invention and innovation, Agilent is uniquely capable of providing comprehensive repair, maintenance, compliance and relocation support for all major LC, GC, and MS models regardless of manufacturer.

### Agilent's experience providing multi-vendor services

- >8 years experience serving 1000+ customer sites on 5 continents.
- >20 years of experience in regulatory compliance with >150,000 successful qualifications.
- Agilent CrossLab Service is delivered at 12 of the world's top 15 pharmaceutical companies.

### Agilent's unique capabilities as a multi-vendor service provider

- >20 unique analytical techniques directly serviced by Agilent Service Engineers.
- >500 instruments across >21 OEMs including Applied Biosystems, Waters, PerkinElmer, Dionex, Shimadzu, Thermo, Bruker, GE, Gilson, and others.
- >2000 Agilent Service Engineers worldwide with 200+ certified to deliver Agilent CrossLab Services.
- >\$4 million inventory of non-Agilent service parts in-stock.
- Agilent's Enterprise Edition Compliance platform provides fully automated analytical instrument qualification regardless of manufacturer.
- Agilent's Remote Advisor remote instrument monitoring, diagnostics and reporting technology provides insight into instrument availability and utilization.

### Measurable benefits of choosing Agilent CrossLab Services

- 17% reduction in repair events and 25% reduction in repair costs on multi-vendor systems using Agilent-developed maintenance protocols (based on 5-year analysis).
- >66% reduction in compliance review and approval time using Agilent Enterprise Edition to harmonize qualification and compliance reporting across instrument techniques.
- Up to 50% reduction in service contract administration by having a single contract covering all of your chromatography and spectrometry systems.

When it comes to service and support across your lab, the name to trust is Agilent CrossLab Services. For more information, please call us at 1-800-227-9770 Option 1, then 5 or visit [www.agilent.com/chem/crosslab-services](http://www.agilent.com/chem/crosslab-services).

#### Agilent services and support solutions across the lab:

**Agilent CrossLab Instrument Services:** Repair and maintenance services for chromatography and spectrometry systems from leading manufacturers.

**Agilent CrossLab Enterprise Services:** Comprehensive integrated service delivery model tailored to improve your site or company's operational efficiency while delivering guaranteed savings on total service costs.

**Agilent Enterprise Edition Compliance:** Harmonized analytical instrument qualification for all makes and models of chromatography and spectrometry systems.

**Agilent CrossLab Relocation Services:** Multi-vendor instrument moves and laboratory relocation services to establish operations quickly and efficiently.

[www.agilent.com/chem/crosslab-services](http://www.agilent.com/chem/crosslab-services)

