

FOCUS



on what you do best.

Leave the rest to Agilent Service & Support

Agilent Service is the perfect fit for your lab.

To keep all of your instruments performing at their best, you need an experienced partner with a global reach, who will be there to help you... from the first steps in your lab's process to the end product... day after day and year after year.

Return to work faster with the help of highly trained, experienced professionals.

98% of Agilent customers say that they are satisfied with the service they receive. Perhaps it's because 85% of their service calls are successfully resolved on the very first day by their Agilent Certified Customer Service Engineers (CSE), who have:

- An average of 10 years of instrument repair experience.
- Successful completion of annual factory-authorized training.
- Intensive hands-on technical training with Agilent and non-Agilent equipment.

Work with a global team that's focused on your needs.

Your Service Engineer is one of many Agilent professionals working every day to ensure Advantage Service Plan customers receive:

- **Preferred Service.** Service plan holders take precedence over time and materials calls for fast resolution to service requests.
- **Agilent certified parts.** Whether you need a part for an Agilent or non-Agilent instrument, you will always get top quality, guaranteed parts.
- **Best in class delivery performance** including a 96% on-time delivery record for service parts to resolve your service requests quickly and accurately.
- **A comprehensive escalation process** for the occasional tough problem that brings in top management to resolve your issue and get you back to work fast.
- **The best minds in the industry.** The same people who designed your instrument, software and protocols are available to solve your problems quickly.

Our measure is your success.



Take advantage of service options available only from Agilent.



Streamline compliance across your lab with Enterprise Edition.

You'll understand why Agilent is ranked #1 in Compliance when you experience how Enterprise Edition enables you to:

- **Improve qualification efficiency** by automating protocols across platforms to ensure greater efficiency and minimize regulatory risk.
- **Standardize your entire compliance operation** with robust test designs that work with all your chromatography instruments.
- **Add, remove or reconfigure tests** based upon your unique user requirements, thanks to test design flexibility that allows additional setpoints and limits.
- **Significantly reduce staff review time** with consistently formatted, computer-generated, tamper-proof reports.



Improve productivity with Remote Advisor.

Remote Advisor takes Agilent support capabilities to even greater levels through secure remote monitoring, diagnostics, and reporting. Exclusively available to Agilent Advantage Service Plan holders, Remote Advisor enables you to:

- **Keep working and bypass call center queues** while we solve your problem. Simply open a service request with a click of a mouse.
- **Manage your assets** with on-demand reports that provide the actual usage and utilization statistics for each instrument.
- **Prevent downtime** with SMS-text or email alerts that notify you before a problem occurs.

Count on 40 years of experience

Agilent Technologies is the world's premier measurement company with over 40 years experience in life sciences and chemical analysis. So you can count on us for the solutions that free you to focus on what you do best.

Learn more about Agilent Service and Support.

Call 1-800-227-9770 (in U.S. or Canada)

Contact your local Agilent Representative or Agilent Authorized Distributor

Visit www.agilent.com/chem/services for more information



Safeguard your operation with the Agilent Service Guarantee

Our service guarantee is simple and effective. If we can't fix your Agilent instrument covered by our service agreement, we'll replace it. No other company offers this level of commitment to keeping your lab up and running at peak efficiency.

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