



Agenda

Tuesday, December 04th 2012

Mercure Hotel Bristol Stuttgart Sindelfingen, Wilhelm-Haspel Str. 101,
71065 Sindelfingen Germany

08:30 – 09:00

Registration and coffee

09:00 – 09:05

Introduction and Welcome –

Bruno Sachs - Business Team Manager SSD DACH

09:05 – 09:15

Agilent Service and Support Organization

Armin Jehle - Service Delivery Manager Germany Southwest

09:15 – 09:45

Asset Management: Industry trends to improve the productivity of your laboratory

Matthias Schickle - Lab Productivity Specialist

Organizations are moving from historical reactive (run-to-failure) models and beginning to embrace whole life planning, life cycle costing, planned and proactive maintenance and other industry best practices.

09:45 – 10:30

The Agilent Difference, Confidence in the Details – Innovation, Quality & Service

Martin Ernst - CSD - Key Account Manager Chemistries and Supplies

With over 40 years of Chromatography expertise and ongoing Innovation, AGILENT is today offering a broad Consumables Portfolio. AGILENT “Chemistries & Supplies” portfolio is the complete solution for optimal performances for both routine and challenging applications.

10:30 – 11:00

Your Laboratory spend: How to improve services quality, efficiency & productivity

Matthias Schickle - Lab Productivity Specialist

Agilent’s suite of Laboratory Productivity Solutions brings real benefits to laboratories in efficiency and productivity. CrossLab Services and Supplies, Laboratory Resource Management and Laboratory Business Intelligence can work singly or in combination to improve uptime, reduce costs and provide crucial data to support your tough spending decisions.

11:00 – 11:20

Coffee break



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11:20 – 11:50

Optimization of the Asset Life Cycle of your laboratory Equipment

Bruno Sachs - Business Team Manager SSD DACH

Best in class organizations are maximizing their asset productive life cycles via optimal maintenance programs. If there is a clear understanding of the service-based operations expensive lost Lab time, both in terms of waste, lost production capacity and product quality, can be avoided.

11:50 – 12:30

Streamline the Workday of Your Lab

Martin Ernst - CSD - Key Account Manager Chemistries and Supplies

Streamline the workday of your lab by synchronizing your workflow, supply ordering, and productivity with Agilent Chemistries and Supplies solution. Provide a simple, first-class customer experience.

12:30 – 13:00

Prepare your Laboratory for a Regulatory Audit and Compliance Risk Management

Paul Smith - EMEA compliance manager

All laboratories in regulated industries are subject to frequent inspections and audits, from "Customers", regulatory goodies, accreditation bodies and internally. Preparing well for an audit is both a critical and also strategic activity for laboratories, but because of the demands on resource constrained laboratories, it can be a potential risk area. Agilent has experience in understanding how customers across industries prepare for regulatory audits and in this presentation; we share this experience, so that you can benefit from it.

13:00

Closing comments and lunch



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