

ACHIEVE THE LOWEST COST OF OWNERSHIP WITH THE HIGHEST LEVEL OF SUPPORT

The Measure of Confidence

Agilent Service and Support

Your service provider may promise a high level of service, but they can't deliver like Agilent. They may promise to save you money, but they can't provide the industry's lowest cost of instrument ownership. Only Agilent can.

With Agilent Service and Support, you get a level of support that no third-party service organization can provide – support that **minimizes downtime and maximizes productivity, giving you the lowest cost of ownership.**

Agilent has the engineering designs, processes, and materials used in the manufacture and maintenance of your instruments. That means only Agilent can offer a level of support that provides:

- Factory-authorized engineers who are highly trained and experienced
- Access to a multi-million dollar parts inventory
- Service calls that resolve 85% of problems on the first day
- A proven escalation process to solve difficult problems
- Outstanding on-time record and the fastest problem resolution through Remote Advisor

Learn more about the Agilent difference. Then, put the service and support that lowers the overall cost of instrument ownership to work for you. Visit www.agilent.com/chem/services



Agilent's 100% repair coverage guarantee provides total peace of mind. If we cannot fix an Agilent instrument covered by our service agreement, we'll replace it.



Agilent Technologies

Labs come back to Agilent for a level of support no independent service organization can provide

The best-trained engineers get the best results

Only Agilent customer service engineers are factory-authorized to work on your instruments. Plus, only Agilent engineers are continuously updated on the latest products, have access to our global proprietary database of technical solutions and receive factory support. Only Agilent engineers:

- Have an average of 10 years of experience
- Are factory trained on the best way to maintain and repair your instrument
- Use factory-recommended maintenance protocols and checklists, as well as ISO certified support processes

The parts you need – exactly when you need them

When you need a part, our worldwide logistics infrastructure goes to work to ensure the right part reaches your lab at the right time.

- Genuine, performance-certified component parts and spare parts
- 96% on-time delivery performance
- 100 different procurement specialists working to speed parts worldwide
- Contact center that ensures parts and service engineers arrive together in a timely fashion

Only from Agilent – Remote Advisor, the easiest way to maximize productivity

Imagine how productive you could be if Remote Advisor continuously monitored your instruments – you would know about problems before they interrupted your workflow.

Remote Advisor:

- Streamlines service requests with single-click access to Agilent experts
- Speeds problem resolution through remote collaboration
- Employs powerful diagnostics to improve troubleshooting and increase first-time fix rates
- Optimizes equipment effectiveness by providing detailed asset and inventory reports

"It should be a full PM. They (ISO) were just checking to see if something was going wrong. We came back to Agilent."

– Manufacturer of dietary supplements, Midwestern USA

"Improper maintenance and damage caused by third-party responders led to service requests costing upwards of \$30k."

– Pharmaceutical manufacturer, Northeastern USA

"The thing I like about Remote Advisor... we can just type in our problem and someone will call us relatively quickly. The analysts can move onto other things while they are waiting."

– Environmental Lab Program Manager, USA

A higher level of service, a greater lifetime value – that's the Agilent difference

Learn more about how Agilent Service and Support delivers the lowest cost per ownership of any service provider in the industry. Visit www.agilent.com/chem/services or speak with an Agilent Representative today.

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