

Focus on Your Science and Business Results Instead of Downtime

CrossLab Service Management



Does instrument downtime threaten your lab's productivity?

Unplanned downtime can stand between your lab and your goals. Time away from your instrument can mean time away from getting results. Multiplied across the lab, time waiting for service requests can add up to days of lost productivity. Your lab-wide service history could be a valuable source for understanding downtime. Patterns may be indicative of recurring problems, but only if you can see them. You can prevent downtime through insightful instrument management with the right tools.

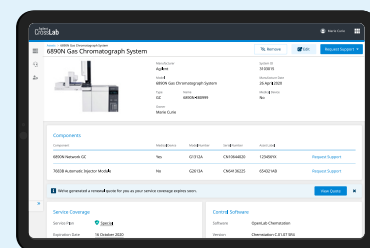
With CrossLab Service Management, you can reduce the time that you spend reporting issues, gathering data, and scheduling services, giving you more time for science. The lab-wide view of historical and upcoming service events enables better decisions on service strategy and maintenance planning that fits your schedule and budget.

CrossLab Service Management is a lab-wide instrument and service data platform designed to give you a complete picture of your laboratory assets. Built in partnership with lab managers, the Agilent CrossLab platform lets you:

- Request instrument service—on your schedule
- View service history and pending services
- Reduce downtime through service patterns
- Oversee your entire serviceable instrument fleet, enterprise-wide
- Organize and manage your lab assets and control access
- View/manage records and status anywhere through thoughtful, mobile friendly design

Agilent
CrossLab

From Insight to Outcome



Why use CrossLab Service Management?

CrossLab Service Management is designed to provide you and your team access to place service requests and view service history and upcoming events on your schedule at the time and location most convenient for you.

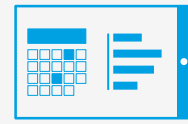
With CrossLab Service Management, you can feel secure knowing that you can:



Have an accurate, timely view of serviced asset in your lab



Easily manage your instruments and plan your service strategy



Track the status and timing of service events—both past and future

Asset Performance Management

Tailored programs to help you achieve laboratory excellence

Comprehensive approach to increasing your asset availability and reliability



Asset Control



Digital Services



Compliance Assurance



Expert Guidance

For more information regarding CrossLab Service Management or any of our Asset Performance Management programs, please visit: www.agilent.com

Talk to your Agilent CrossLab service team about how using CrossLab Service Management can accelerate your digital transformation through access and visibility to your CrossLab Services Program, or contact us at: www.agilent.com/en-us/contact-us/page

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