

Keep Your Lab Up to Speed and Up to Date

Advantages of Software Maintenance Agreements

Are you leveraging your Agilent OpenLab Software Maintenance Agreement (SMA) to keep your lab's data system current and running efficiently? Active Client Server SMA customers are entitled to advanced remote support and the latest OpenLab software releases.



Why should you keep your SMA current?

1. Keep your software performing at its best

Preferential access to Agilent's software support team provides quick and reliable answers when you need them. Keeping your data system running properly is essential to keeping your lab operating smoothly. Customers with an SMA receive comprehensive support from our global informatics support team to identify and resolve problems.

Support offerings for OpenLab Client Server SMA customers

Support service provided	With SMA
Remote/Webex assistance	•
Escalation management	•
Critical priority response	•

2. Stay current and minimize cyber risk by employing the latest security updates

Software updates and upgrades at your fingertips, at no additional cost.

OpenLab Client Server SMA customers are entitled to update to the latest version of their software¹ or can move to OpenLab CDS without having to pay for new licenses. Each software release provides new features, driver updates, bug fixes, and compatibility with the latest operating systems to help improve data integrity and security.

Benefits of multi-year agreements: an extra incentive

By purchasing a multi-year SMA you lock in the rate and avoid annual price increases for the length of the SMA. In appreciation of your business, we offer progressive discounting for customers who buy multi-year agreements.



Have you let your SMA lapse?

Contact your local Agilent informatics sales representative today to learn about current specials to re-instate your SMA.

Highlights of our latest OpenLab software releases:

Chromatography data systems in a client server configuration

Includes support on Microsoft Windows 10 (64-bit)

OpenLab CDS

- Expanded compatibility to all Agilent content management systems offers a non-disruptive upgrade path.
- Confirm your software is functioning as expected with built-in tools that allow you to run tests at scheduled times or as needed.
- Expanded support and functionality for Mass Spectrometry and fractionation instrumentation.

OpenLab ChemStation with data management

- Secure your data for the long term with the new Allotrope feature-set.
- Increase your speed to results with updated file system access and structure.
- Smoothly transition to the CDS platform though supported mixed-environment operation.

OpenLab EZChrom with data management

- Keep your system current and increase security with compatibility with newer operating systems.
- Increase your speed to results with new e-signature controls.
- Smoothly transition to the CDS platform though supported mixed-environment operation.

Data management systems

Includes support on Microsoft Windows Server 2016 (64-bit) and SQL Server 2017

OpenLab Server and ECM XT

- Leverage the advantages of the cloud, including fast implementation and reduced storage costs with Amazon S3 connection.
- Quickly scale up your operation and increase storage capacity without extensive reconfigurations.
- Find and retrieve the information you need when you need it with powerful search capabilities.
- Automatically archive data and files based on creation or modification dates.

OpenLab ECM

- Access your system from anywhere with the new web interface.
- Reduce security risks and improve performance with support to the latest databases, operating systems, and security capabilities.
- Recover and review all versions of a files, e-records or data from OpenLab CDS with direct connection.

1. Software licenses only. Installation, qualification, and additional services sold separately.

Software upgrades are more critical than you realize, but easier than you think.

To learn more about why you should upgrade now, visit:

www.agilent.com/chem/software-upgrades

This information is subject to change without notice.

© Agilent Technologies, Inc. 2020
Published in the USA, April 17, 2020
5994-1106EN