

# 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 software<sup>1</sup> 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

#### OpenLab CDS

- Use new and enhanced functionality to help drive efficiencies in your workflows.
- Access a growing list of supported instruments from Agilent and other vendors.
- Access updated deployment options and data management capabilities.
- Check out the latest [OpenLab CDS release](#).

#### 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 through supported mixed-environment operation.

#### Sample Scheduler

- Integrate with expanding list of compatible OpenLab and third-party software.
- Improve your workflow with new productivity enhancing capabilities.

### Data management systems

#### OpenLab Server and ECM XT

- Seamlessly store, archive and retrieve data from a growing list of Agilent analytical instruments.
- Use improved business continuity utilities and capabilities.
- Leverage the advantages of the cloud for reduced maintenance and optimized storage costs with Amazon S3 connection.
- Quickly scale up your operation and increase storage capacity without extensive reconfigurations.

#### OpenLab ECM

- Reduce security risks and improve performance with support to the latest databases, and operating systems.
- Access your system from anywhere with the new web interface.
- Recover and review all versions of 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](http://www.agilent.com/chem/software-upgrades)

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DE57619609

© Agilent Technologies, Inc. 2022  
Published in the USA, June 9, 2022  
5994-1106EN