Smart Alerts

Usage-driven instrument maintenance
Introducing Usage-Driven Instrument Maintenance

With Smart Alerts software from Agilent, you’ll know exactly when to replace consumables or schedule preventive maintenance.

The software combines usage data from your instruments with what we learn from evaluating instruments under different operating conditions over time.

Let our Smart Alerts software do the tedious tracking for you. Eliminate guesswork.

Benefits
- More timely maintenance
- Less downtime
- Maximum instrument performance
CrossLab Connect Smart Alerts: Easy As One, Two, Three

Install the software on any PC in your lab

It compares usage data from instruments across your laboratory against application-specific insights from Agilent

When recommended limits are reached, it sends you an email notification

Tested Application Areas – Gas Chromatography:

- Environmental
- Food safety
- Forensic
- Chemical and Energy
- Pharmaceutical
Set preventive maintenance alerts
- Use Default
- Adjustable based on experience

Select from the wide range of available consumable alerts

Agilent Insights
- Templates based on Agilent instrument and application knowledge
- Use as a starting point and customize to your own application

Choose between usage and calendar based alerts
Smart Alerts Emails Consolidate Data From All Connected Instruments

CrossLab Connect *Smart Alerts*

Receive alerts for
- Preventive maintenance
- Consumable replacement
- “Past due” and “Upcoming” recommended actions

Links for easy ordering are included
**Smart Alerts Email Detail**

**Maintenance Status Summary**

<table>
<thead>
<tr>
<th>System Name</th>
<th>Maintenance Due</th>
<th>Upcoming Maintenance</th>
<th>System Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>7890A</td>
<td>X</td>
<td>X</td>
<td>Details grouped by instrument in a single email</td>
</tr>
<tr>
<td>7890E</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8453B</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Receive alerts for:**
- Preventive maintenance.
- Consumable replacement.
- “Past due” and “Upcoming” recommended actions.

**Links for easy transactions**
- Parts ordering
- Preventive maintenance service requests

**Summary overview of all active alerts across the lab**

**Details grouped by instrument in a single email**
You Decide What To Do Next

Consumables
• Replace them as you normally would

Preventive maintenance
• If you have an Agilent service agreement that includes preventive maintenance, call Agilent to schedule your service
• If not, you may consider purchasing on-demand preventive maintenance from Agilent for your instrument
What Does the Future Look Like?

Smart Alerts is expanding to other instruments
• Agilent Infinity I/II LC systems
• Agilent LC/MS, spectroscopy systems and more

The software will apply alerts for other system diagnostics
• Predictive alerts for failure of critical instrument components
• Evaluation of chromatographic attributes and others
Questions?

Ready to take the first step?
We can help you get installed today.