Remote Advisor Reports

Included in Agilent Advantage Bronze Support Agreements

Technical Overview

With the four Remote Advisor Reports now included in Agilent Advantage Bronze service plans, making data-driven decisions to improve equipment effectiveness in your lab has never been easier or more accurate. Once you connect to Remote Advisor, your Advantage Bronze plan entitles you to instantly generate the following reports:

- Inventory Report
- Asset Report
- Repair History Report
- Error History Report
Remote Advisor Inventory Report

Generate an inventory list without having to physically visit each system to collect and record instrument details. With just a few clicks, Remote Advisor’s Lab-At-A-Glance Inventory Report gives you a detailed inventory of your connected instruments. The report lists key information for each system including:

- System name and configuration
- Module names and model numbers
- All serial numbers and firmware revisions
- Current status of each module

The Lab-at-a-Glance Inventory Report provides a real-time snapshot of connected systems including instrument configuration, model numbers, serial numbers, and firmware revisions. With Remote Advisor, your inventory list is always available and always up to date.

Remote Advisor Asset Report

Track and measure equipment effectiveness at a level of detail not possible with traditional paper-and-ink instrument logbooks. In a single report, the Remote Advisor Asset Report gives you an all-in-one overview of your system including:

- Instrument configuration with model numbers, serial numbers and firmware revisions
- Current monthly hours of use and a chart trending use over the last three months
- Instrument availability and utilization charts that detail hours spent in run mode, ready mode, error mode, or powered off
- Early maintenance feedback results showing maintenance recommendations based on actual use

Remote Advisor Asset Reports show system use and utilization so you can identify those systems with high or low use, or as shown here, so you can take action to reduce hours of ‘Ready’ state which wastes solvent and lamp burn time.
Remote Advisor
Repair History Report

Optimize your lab’s operational efficiency by harnessing the power of instrument service histories. With the Remote Advisor Repair History Report, you get complete documentation of all Agilent performed maintenance, repair and compliance activities across the lab so you can:

• Protect workflow continuity by adding redundancy for mission-critical systems
• Select additional maintenance or adopt usage-based maintenance strategies to improve system uptime
• Refurbish or replace systems or modules that have reliability issues

Remote Advisor
Error History Report

Reduce waste and workflow disruptions by reducing the errors that halt your analysis and prevent method completion. Using the Remote Advisor Error History Report, you’ll see a list of the most commonly occurring errors in the lab, plus a summary of the top 5 errors by module. With this data you can identify and prevent errors related to:

• SOP compliance, such as errors related to solvent bottles running dry from not being filled according to procedures
• Training needs, such as errors from leaks in the LC column compartment which might indicate the need for additional training on properly changing a column.
• Maintenance requirements, such as pressure or flow rate errors that might indicate the need for more frequent replacement of high-wear parts in the sample path.

The Repair History Report reduces the burden of documenting maintenance and repair activities for quality or audit purposes. It also helps identify systems that may require additional maintenance or that have reliability issues. With this information, you can take action to improve uptime.

The Error History Report lists errors on each module so preventive action can be taken.

The repair summary in the Error History Report graphs module-level errors across all systems. The LC pump leak shown above potentially indicated an SOP training error and was resolved by providing additional training on properly changing a column.
Other Remote Advisor Features Included in the Advantage Bronze Plan

Agilent Remote Advisor is a set of real-time, remote instrument monitoring and diagnostic features included in all Agilent Advantage Service plans. In addition to the Remote Advisor Reports feature, Advantage Bronze plan holders can also use Remote Advisor Assist to open service requests directly from connected systems and to receive real-time remote diagnostics from Agilent Contact Center professionals. Using Remote Advisor features, customers in all industries around the globe have increased uptime, workflow efficiency, and overall productivity.

Request Connection to Remote Advisor

Remote Advisor is already included in Agilent Advantage Bronze service plans. There’s no additional fee to connect and no ongoing charges for access during your coverage period. Connection is quick, simple, and secure. Don’t miss out on this valuable part of your service agreement! Contact us today to schedule your connection.

Request your connection at www.agilent.com/chem/bronze_advisor

For the past 5 years, laboratories across the globe have been using Remote Advisor Reports to answer the questions that drive productivity.

Inventory Report

• How are all my instruments configured right now?
• Do my instruments have the correct firmware revisions?

Asset Report

• Is the use of my system trending up or down?
• Can I decrease wasteful solvent usage or lamp burn?

Repair History Report

• What service activities were done on my instruments and when?
• Are there problematic instrument configurations or modules that may require attention or increased support levels?
• Do I have the right level of redundancy for mission-critical steps in my workflow?

Error History Report

• Do I have problematic instruments and was the problem related to one event or to a larger issue?
• Do I have recurring instrument failures that can be reduced or eliminated?

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