



Agilent CrossLab Enterprise Services

Your source for world-class service and support

Agilent
CrossLab
SERVICES | SUPPLIES

The Measure of Confidence



Agilent Technologies

Why move from Traditional Service Models?

All the benefits, fewer limitations.

Traditional service models are more expensive, involve multiple points of contact with different vendors, and require in-house metrology teams to remain current on all the instrumentation. Agilent CrossLab Enterprise Services delivers solutions that help improve results, reduce costs, and raise productivity – all with a single, dependable contact point for all service and reporting.

Traditional Service Model Limitations

Facilities Management

- No instrument expertise; self-service troubleshooting
- Insurance model squeezes OEMs; service quality suffers

In-house Metrology/Engineering

- Difficult to remain current with evolving technology & service requirements
- Poor use of costly scientific resources

Independent Service Organization (ISO)

- Limited geographic coverage
- Lower analytical expertise

Original Equipment Manufacturer (OEM)

- Expertise is brand-limited
- Requires service relationships with many vendors

CROSSLAB ENTERPRISE SERVICE MODEL

Agilent CrossLab Enterprise Services Benefits:

- One contract covering all instruments (lower costs)

- Fast response to service issues
- High proficiency with instruments

- Direct, multi-vendor capabilities
- Global support coverage

- Proven instrument and service expertise
- Single point of contact for all your service and support needs



Optimize productivity and increase performance across your entire laboratory enterprise.

Laboratories like yours are being pushed to meet increasingly aggressive business objectives, and you can't afford to risk downtime. Agilent CrossLab Enterprise Services provides an integrated, laboratory-wide instrument service model for all instruments regardless of brand. We offer:

- preventive maintenance
- compliance
- repair services, and more

Improve your overall productivity by working with a single trusted partner. Gain new insight into instrument service histories and service-level agreements through asset management and reporting features. Use this information to:

- plan laboratory operations
- increase instrument utilization
- maximize your return on inventory investments

The result is a comprehensive service program that optimizes productivity by increasing performance across your laboratory enterprise.



Agilent CrossLab Enterprise Services gives you one service solution for all popular instrument brands.

Agilent CrossLab Enterprise Services provides a framework to help you solve your business challenges.

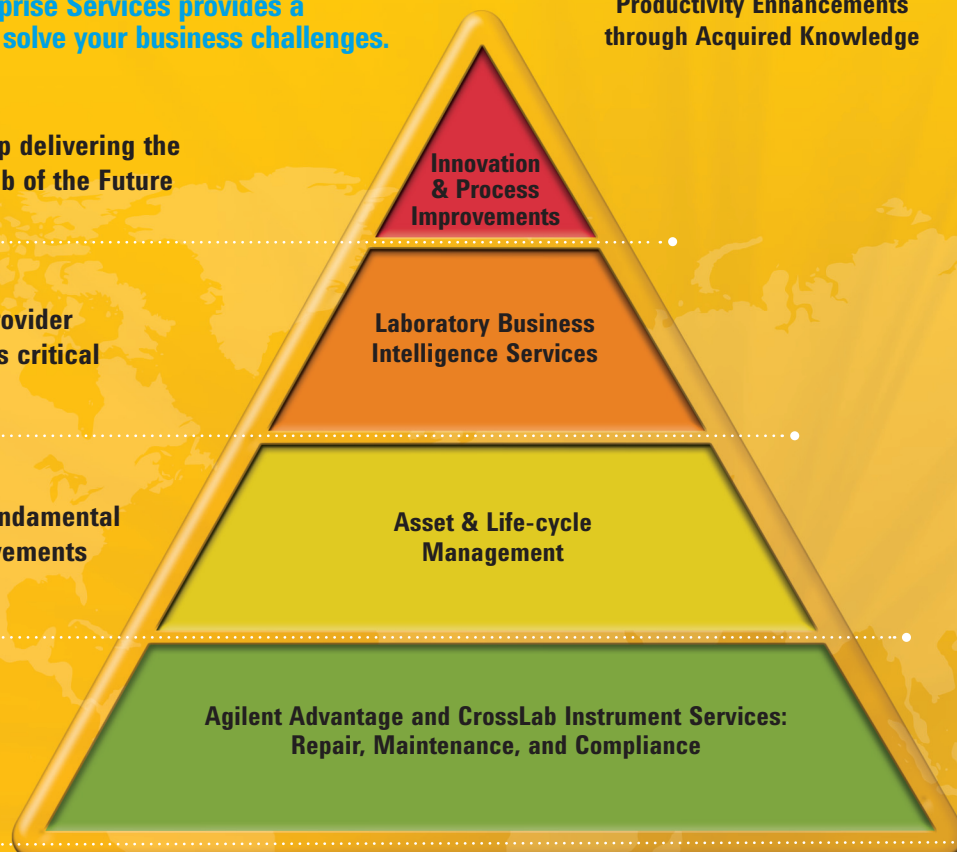
Productivity Enhancements through Acquired Knowledge

A true partnership delivering the promise of the Lab of the Future

An information provider becomes business critical

Consistency is fundamental to making improvements

The foundation



The Foundation: Agilent CrossLab Instrument Services

Why should you choose Agilent CrossLab Services?

Proven Experience – We are a global market leader in the production and delivery of Chromatography, Mass Spectrometry, and Spectroscopy instruments and services.

Technical Expertise – Agilent service engineers are certified through direct hands-on training with OEM equipment in our CrossLab Research Centers, and have a minimum of 3 years experience in a specific technique, making them among the most skilled technicians in the industry.

Powerful Technology – Our unique Laboratory Business Intelligence (LBI) analytical engine helps uncover new strategies for optimizing lab productivity.

Single Point of Contact – With Agilent, you won't have to contact multiple vendors or manage multiple contracts. Agilent can be your single point of contact for support on all leading instrument brands, including*

- | | | |
|------------|---------------|-------------------|
| • AB/Sciex | • Bruker | • CTC Analytics |
| • Dionex | • Gilson | • Merck |
| • Hitachi | • PerkinElmer | • Shimadzu |
| • Thermo | • Waters | • And many others |

*Support for various makes and models differs depending on country.

Confidence in Compliance – Agilent is the world's top-ranked company in compliance, and we qualify most analytical instruments regardless of manufacturer. In fact, Agilent Enterprise Edition with the industry-leading Automated Compliance Engine (ACE) is currently used in labs of major regulatory agencies and standards organizations. We systematically provide electronic error-free reports in a tamper-proof format recommended by regulatory agencies to allow digital signature approvals – saving you review time, ensuring data integrity, and virtually eliminating your compliance risk.

Dependable Contractual Services – We deliver a wide variety of preventive maintenance, qualification, and repair services to meet the demands of your lab. Our Agilent-developed protocols, service checklists, and statements of work ensure consistent, reliable service, every time.

On-demand Consumables, Parts, and Supplies – We maintain a multi-million dollar inventory of service parts for both Agilent and non-Agilent equipment, including genuine Agilent CrossLab parts, Agilent Certified Aftermarket parts, and OEM parts. Our global sourcing, procurement, and logistics network ensures parts are available when and where you need them.

Ensured Satisfaction – Agilent has the highest direct-service customer satisfaction ratings in the industry, earned while servicing not only Agilent systems, but also dozens of non-Agilent systems and more than 600 modules worldwide.



Agilent Crosslab Enterprise Services are enterprise-wide engagements customized to meet your specific laboratory operation needs.

Optimize productivity through harmonization of service and compliance protocols, onsite labor and parts, with a higher quality of service at a reduced cost.



- We help you develop asset management and technology life-cycle strategies to increase your return on investment.
- We deliver the same high quality service you know and trust across all instrumentation platforms, regardless of manufacturer.
- We combine standard instrument services with Laboratory Business Intelligence (LBI) to drive optimum asset and life-cycle management decisions across your laboratory operations, with the goal of controlling costs and improving productivity.

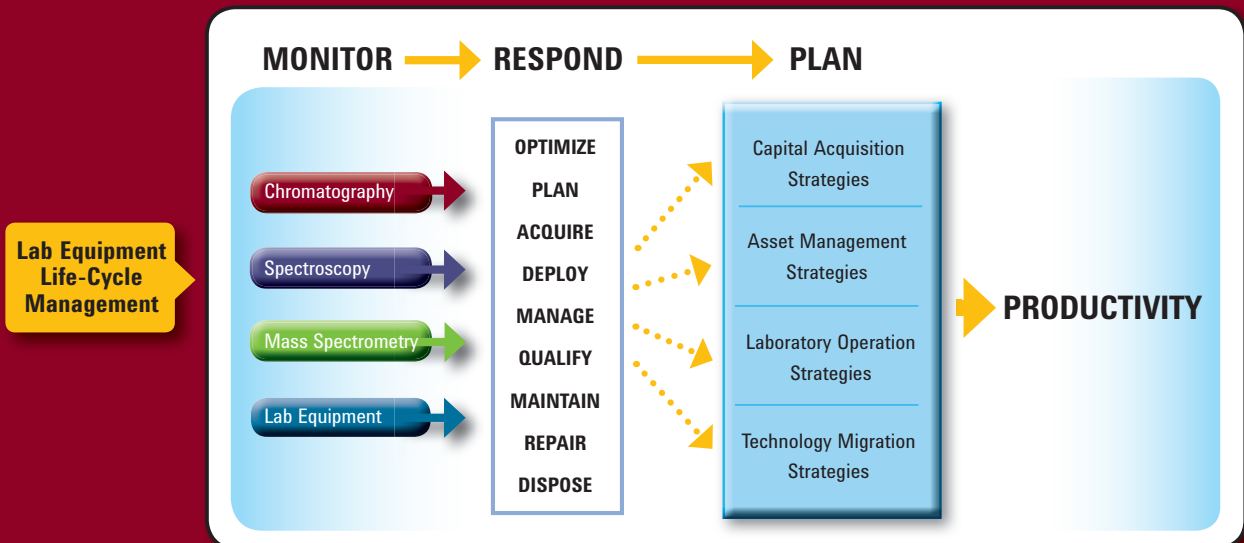
Core Benefits of Agilent CrossLab Enterprise Services

- **Comprehensive Support** – From start to finish, we take full ownership of your instrument needs.
- **Maximum Instrument Uptime** – Scheduled maintenance and qualifications, onsite inventory of parts, and an onsite engineer make sure your systems stay up and running, and are serviced as quickly as possible.
- **Fast Response** – Your onsite engineer can address your service issues immediately, minimizing instrument downtime and workflow disruptions.
- **Extended Instrument Life** – Agilent consistently delivers high-quality maintenance and repair services using genuine Agilent CrossLab parts, Agilent Certified Aftermarket parts, and OEM parts to help ensure long-lasting performance.
- **Cost Control** – We help you avoid costly workflow disruptions by minimizing downtime, extending instrument life, and reducing your administrative burden so that lab personnel can focus on generating results.
- **Increased Productivity** – We work collaboratively with you to deliver lab-wide strategies, engage in life-cycle and asset management, and utilize reporting tools to optimize your lab's productivity.
- **Streamlined Protocols** – Reliable, whole-system service protocols and checklists ensure consistent, high-quality service.
- **Insightful Reports** – Using analytical tools and industry know-how, Agilent offers a suite of data-driven reports to help you monitor lab performance, plan lab asset technology migration and manage asset life cycle.
- **Consistent Levels of Service** – Our protocols, scope of work, and checklists all ensure that you will consistently receive the same high level of service on all your instruments.
- **Method Development/Validation Support** – Agilent partners with you to assist with method development and offers validation support to ensure the success of your next project.
- **Education and Training** – We offer extensive continuing education and training opportunities. With classes and courses that are provided online, at an Agilent site, or in your lab, we have a program to meet your needs.



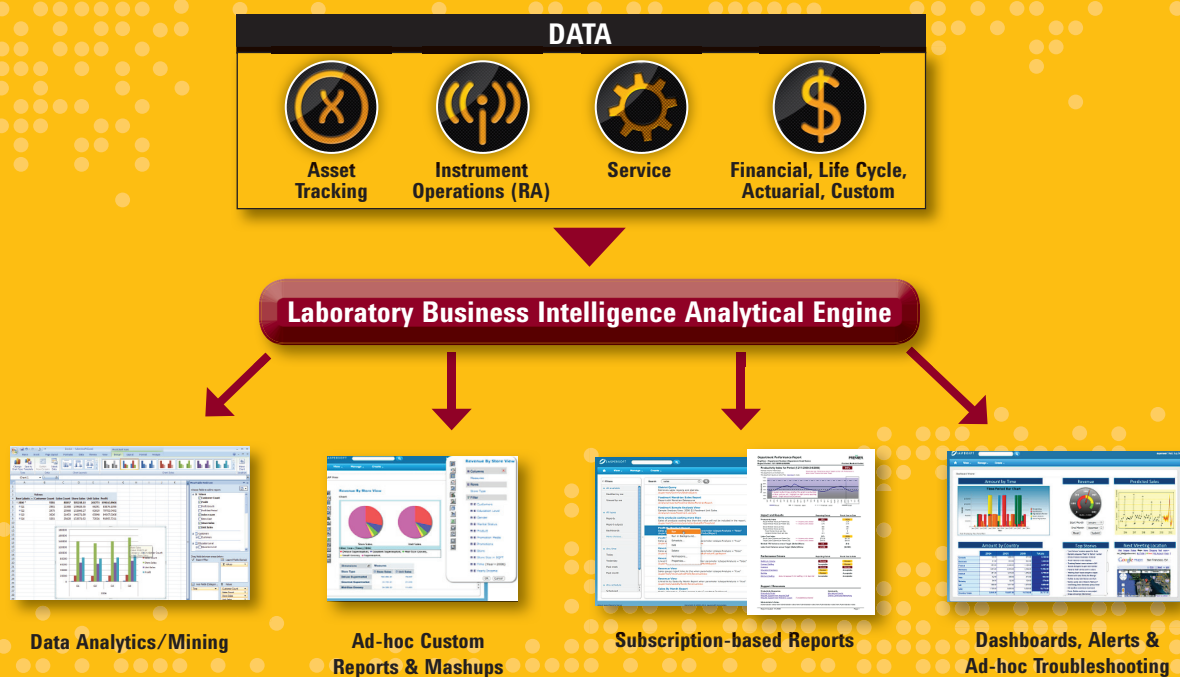
Agilent Laboratory Asset Management

To improve the business performance of their operations, laboratory executives are increasing their focus on laboratory asset management programs, metrics, KPIs, and aging laboratory equipment disposition strategies. Agilent's laboratory asset management framework incorporates all of these factors and more to identify key opportunities for productivity enhancement.



Pathways to Discovery: the Laboratory Business Intelligence (LBI) Analytical Infrastructure

Your Agilent account team uses LBI tools to extract, measure, analyze, and report on metrics about performance of laboratory instruments and systems, and your laboratory workflow. The LBI account team will incorporate these metrics into a report that we'll present in person to discuss accomplishing key objectives across your entire enterprise.



Agilent service and support solutions – for business and laboratory productivity

Agilent CrossLab Enterprise Services brings together powerful solutions from the Agilent Services portfolio to meet your specific requirements. It spans a wide range of offerings, allowing you to choose the precise type and level of support that best aligns with your needs, budget and goals.

As part of the Agilent Services portfolio, our offerings for non-Agilent instrument systems include:

Agilent CrossLab Instrument Services:

Repair, qualification, and maintenance services for all leading brands in chromatography, spectroscopy, spectrometry, and other instruments and systems.

Agilent Enterprise Edition Compliance:

Harmonized analytical instrument qualification for most makes and models of chromatography, spectroscopy, spectrometry, and other systems.

Agilent CrossLab Relocation Services:

Multi-vendor instrument moves and laboratory relocation services that guarantee minimal disruption of operations.

Free your lab to focus on what you do best.

Every hour of every workday, you have something important to do. You need to count on the reliability of your instruments to keep your lab competitive and successful.

Agilent Technologies' experienced service and support team is ready to help with a wide array of programs designed to maximize the performance of all your instruments, minimize downtime and optimize your productivity.

Learn more about how Agilent's portfolio of services can benefit your lab, and get ready to achieve even more.

Contact your local Agilent Representative, or visit
agilent.com/chem/analytical-services

- Get additional information on service offerings
- Download technical literature and information
- Learn about special events and promotions

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