

Transform Your Laboratory Operations

Agilent CrossLab services and support portfolio





Put our insight to work for you

Today's laboratories face complex challenges—from rapidly changing technology and global network integration to demanding new regulations and changing lab skill levels. The support of a true business partner can help you address those challenges and improve the performance of your lab at every level.

Agilent CrossLab connects you to a global network of experts who strive to deliver insight in every interaction to support your success. From instrument maintenance and repair, relocation and inventory management services, to compliance and software solutions, or consulting and education—Agilent CrossLab is here to help protect your Agilent and non-Agilent instruments—so you can transform your laboratory operations in the best ways possible.



**“From insight to outcome” isn’t just our motto...
it’s our mission**

Agilent CrossLab service engineers strive to deliver insight at every interaction, helping users improve efficiency, optimize resources, increase instrument uptime, and develop user skill. Learn how Agilent CrossLab has brought insight and value to customers around the world:

www.agilent.com/chem/crosslabstories

Instrument Services

Maximize laboratory productivity and efficiency



Maintaining instrument performance and keeping operations running consistently are the foundations of maximizing laboratory productivity and efficiency. Agilent CrossLab services offer flexible solutions to suit your lab's specific needs and budget.

We offer maintenance and repair On Demand as a per-incident service, as well as part of a flexible contract, which can be tailored to your needs. Whichever option you choose, you get Agilent-quality support, trained staff and genuine parts.

Maintenance and repair protocols

The Agilent CrossLab team ensures you always receive consistent and reliable service of your instruments and accessories:

- Expert, onsite repair of Agilent and non-Agilent instruments, when and where you need it
- Skilled Agilent engineers—trained in our factory to diagnose and repair problems quickly
- Flexible terms—choose the rate and response time that best fits your needs
- Pre-visit case evaluation—speak to an Agilent specialist to ensure the engineer arrives with the right tools and parts
- Preventive maintenance—keep your instruments performing with regularly scheduled preventive maintenance, source cleaning, and operational qualification services

Instrument maintenance and repair services

Onsite services

- Preventive maintenance
- MS ion source cleaning
- At-Your-Site instrument repair
- At-Your-Site instrument repair plus consumables
- On Demand repair services (time & material)
- Laboratory moves and instrument relocation

Service center repair services

- Return-to-Agilent repair
- Return-to-Agilent with instrument loaner
- Instrument exchange

Remote services

- Technical phone support
- Instrument monitoring and diagnostics

*Services for non-Agilent chromatography and spectroscopy instruments available; inquire for more information

Multi-vendor service

With Agilent CrossLab multi-vendor service, our Agilent certified engineers will take care of the instruments in your entire lab. The best part—your instrument uptime and lab efficiency are guaranteed.

- AB/SCIEX
- Bruker/Varian
- CTC Analytics
- Thermo/Dionex
- Gilson
- Merck/Hitachi
- PerkinElmer
- Shimadzu
- Waters
- Others

Remote Advisor

Remote Advisor is Agilent CrossLab's next-generation service and support platform. It is included in many Agilent service plans and allows you to make data-driven decisions more easily by:

- Monitoring instrument status and responding quickly to operating errors
- Tracking instrument usage trends across the laboratory enterprise
- Measuring utilization and availability of analytical instruments in your laboratory
- Optimizing your consumables spend

Compliance qualification services

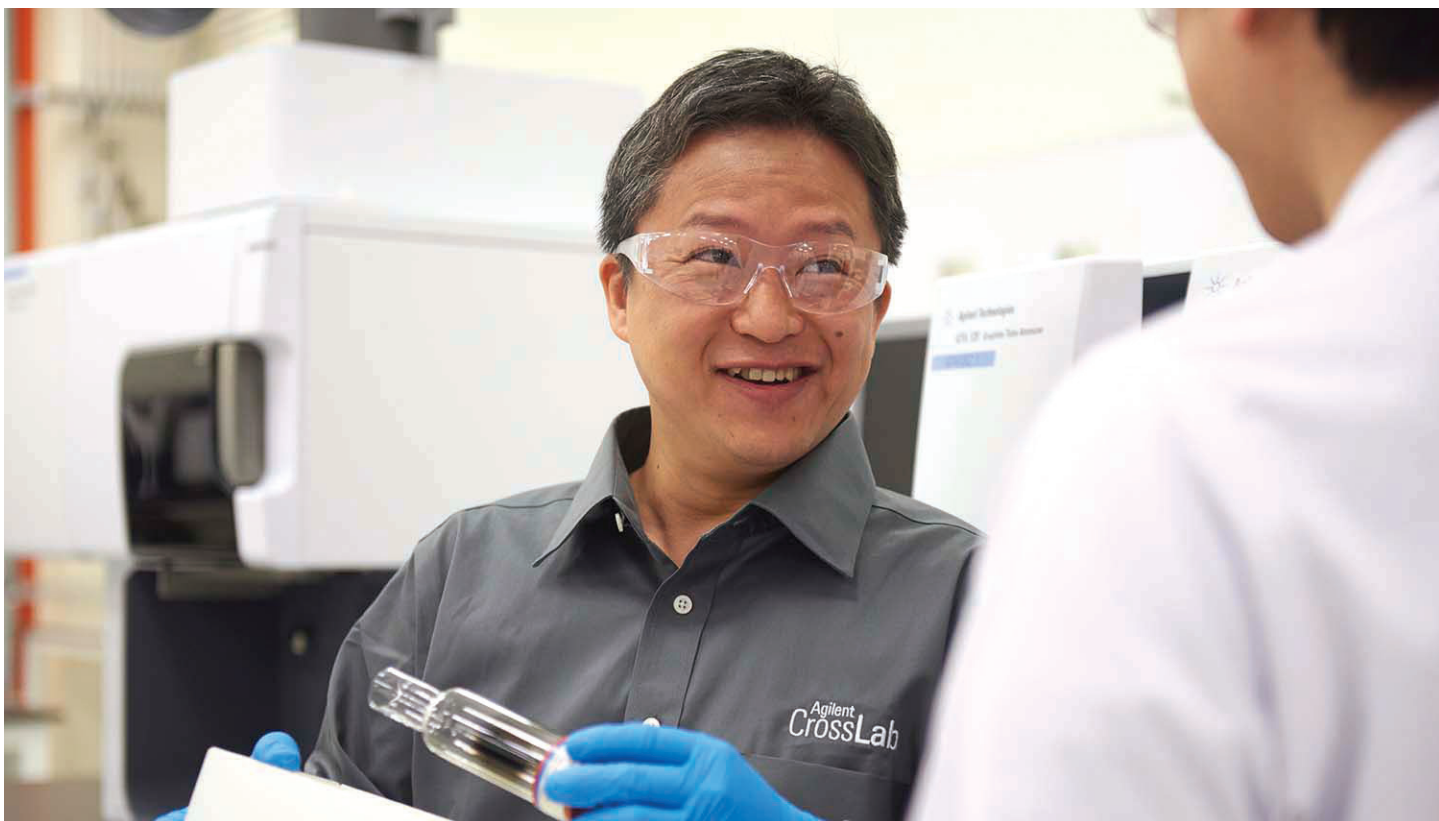
Reduce your regulatory risk by having CrossLab experts verify and qualify the performance of your laboratory instruments—-independent of technology and manufacturer. We ensure your systems are qualified for use in regulated environments.

- Harmonization across instruments, regardless of model or manufacturer
- Full automation to ensure adherence to protocol
- Flexibility to configure testing to SOP requirements
- Paperless electronic reports and signatures



Minimize regulatory risk with Agilent CrossLab

- 20+ years of regulatory compliance experience
- 30,000+ successful qualifications worldwide
- Fully automated, compatible with most chromatography data systems, independent equipment manufacturers
- Meet FDA, EU Annex 11, EU GMP (PIC/S), and 21 CFR Part 211 regulations



Software maintenance agreements

Agilent CrossLab Software Maintenance Agreements (SMA) for workstations protect your software investment in the same way service contracts protect your instruments:

- Includes software subscription and telephone-based technical support
- SMA annual renewals ensure your software remains fully operational and includes new features
- Timely updates or upgrades keep your software current and let you achieve the highest possible system performance

Parts and supplies

Agilent offers a complete multimillion dollar portfolio of supplies and service parts for Agilent and non-Agilent equipment:

- Inventory includes genuine Agilent parts, other OEM parts, and Agilent-certified multi-vendor parts
- Agilent supplies are manufactured to perform seamlessly with a variety of other manufacturers' analytical instruments
- Parts distributed through Agilent's global logistics network ensure availability of service parts at the customer site when needed

Extended services

For instruments that are many years out of production, Agilent CrossLab ensures your aging instruments are supported as you transition to newer technologies. Extended services include:

- Telephone support from factory-trained specialists to isolate and resolve hardware problems
- Contractual or On Demand services to keep your systems at peak performance
- Standard or priority response time
- Genuine Agilent consumables and parts
- Trusted Agilent expertise and factory procedures

Agilent Crosslab Service Contracts

Agilent CrossLab offers three unique levels of repair, maintenance, and compliance support for all major Spectroscopy, LC, GC, and MS models, regardless of manufacturer:

Agilent CrossLab GOLD

Priority coverage with ultimate uptime. Get all the benefits of our Silver plan, plus VIP advantages like next-business-day response, onsite parts storage, 24/7 call logging, dedicated account service engineer, and quarterly status reviews

Agilent CrossLab SILVER

All the benefits of our Bronze plan, plus valuable extras like annual preventive maintenance, optional compliance services, and Remote Advisor Alert

Agilent CrossLab BRONZE

Total onsite hardware repair coverage from multiple manufacturers, at a fixed annual price

Quick-reference table for all Agilent Instrument contracts and select MVIS contracts

	Gold	Silver	Bronze	Preventive Maintenance	Software Maintenance
Services included in Agilent CrossLab service agreements					
Contract-level Preferred Response vs. T&M	•	•	•		
Hardware telephone support	•	•	•		
Software telephone support	•	•	•		•
All Agilent software revisions					•
Onsite repair services					
Unlimited onsite repair visits (travel & labor)	•	•	•		
Parts and consumables required for repair	•	•	•		
Maintenance services					
Annual onsite preventive maintenance	•	•		•	
Advanced diagnostics and reporting					
Agilent Remote Advisor-Assist	•	•	•		
Agilent Remote Advisor-Report	•	•	•		
Agilent Remote Advisor-Alert	•	•			
High-availability services					
Next-business-day response	•				
Onsite parts cache	•				
Assigned service engineer/manager	•				
Quarterly status reviews	•				
Compliance services (optional)					
Discount when bundling operational qualification (OQ)	•	•			
Guaranteed Pass OQ	•	•			
Discount when bundling re-qualification (RQ)	•	•			

Consulting and Education

Get the most out of your instruments, laboratory, and staff



Agilent CrossLab's educational and consulting services are for companies of all sizes and employees of all skill levels. The best part—you'll have access to the same experts who designed the instruments, software, and processes you use every day. With their help, you can increase proficiency and productivity at all levels.

Agilent University

Learn in our classroom, at your site, or online

From basic operations courses to in-depth training that covers advanced workflow techniques, our team of industry experts can help wherever it's most convenient for you.

- In the Agilent classroom—formal training at one of our global training facilities
- At your site—customized training at your site with no need to travel
- Online—self-paced and virtual classroom programs

Invest now, train later

Agilent training credits are a way for you to prepay for credits and use them for courses over the next 24 months—without having to choose specific dates, locations, or topics.

Real stories from the lab

See different ways Agilent University is helping labs around the world.
www.agilent.com/chem/stories/AgilentUniversity





Method and application consulting

Accelerate your productivity, from sample preparation to final report, with support from CrossLab experts.

Our expert consultants will:

- Assess, develop, deploy, and restore applications to your defined repeatable method
- Identify solutions to application problems and expedite the time it takes to produce quality results
- Optimize your applications for consistency, quality, cost, safety, and efficiency
- Deliver actionable insights to help get your laboratory up and running quickly

Agilent quality: the method and application consulting process

Setup	<ul style="list-style-type: none"> – Laboratory setup (consumables, re-agents, etc) – Sample prep – Method parameter setup
Run	<ul style="list-style-type: none"> – Calibration standards – Quality control – Unknown samples
Analyze	<ul style="list-style-type: none"> – Targeted quantitative analysis – Qualitative identification of unknowns
Report	<ul style="list-style-type: none"> – Customized and automated reporting – Macro development – Data review
Archive	<ul style="list-style-type: none"> – Easily accessible and secure data file storage (ECM) – Interfacing with LIMS



Method restoration services

The CrossLab team can help you ensure existing methods will run properly after repair or maintenance has been performed.

Agilent quality: the method restoration process

During method restoration, our technicians will:

- Perform a single injection of a known, defined standard to compare with previous results
- Run the acquisition and data analysis steps of your workflow
- Ensure your instrument/method will be ready to run immediately after your service visit

Quality in the details: the method restoration process



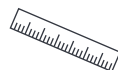
Run an injection of your known QC or Agilent standard



Check that your quantitative or qualitative method is working



Compare retention times with the reference sample



Compare area and/or height values with the reference sample



Perform a visual inspection of the peak shape and compare resolution



Generate the report in a default or in an already defined template

Agilent's CrossLab consulting services include

- Computer System Validation (CSV)
- Audits/assessments
- Custom procedure writing

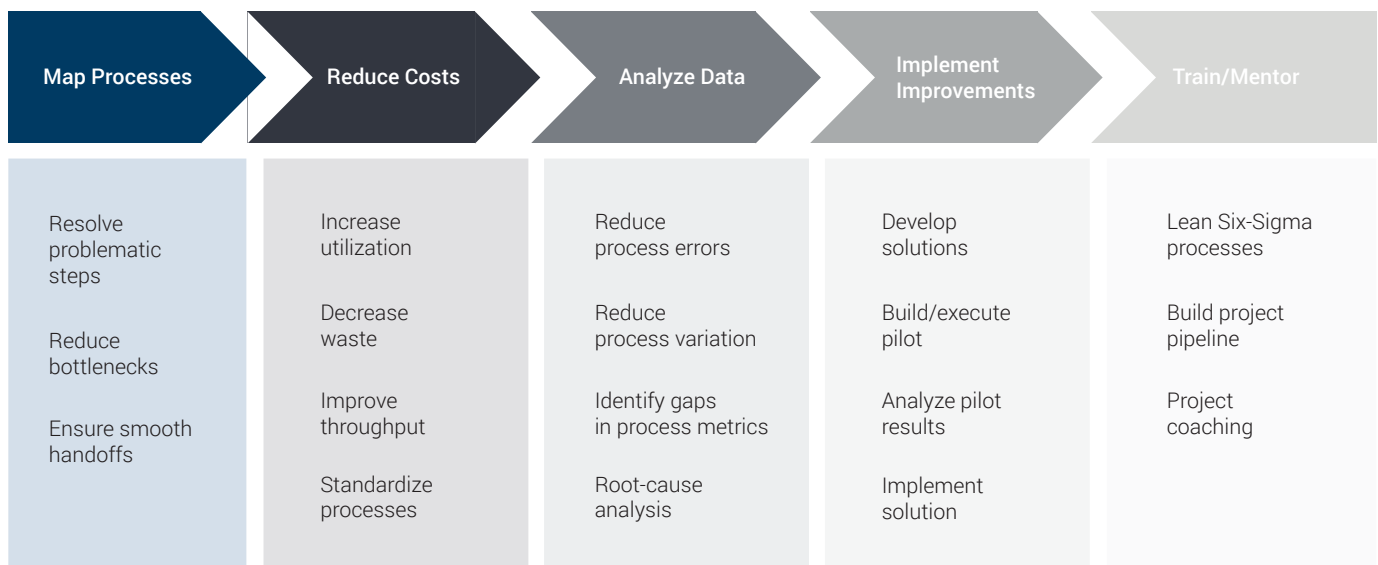
Compliance consulting services

Outsourcing non-core compliance activities has become an efficient and effective choice for many regulated companies. Leverage Agilent CrossLab global compliance expertise and enable your lab to focus on your science and increase core productivity.

- Optimize operational productivity—CrossLab experts help coordinate and complete your compliance activities
- Stay current with regulations—Agilent works with industry standards and best practices
- Augment existing resources—Your lab throughput can expand without adding extra people to your payroll
- Standardize/harmonize—CrossLab supports consistency around the world through a global network of experienced compliance professionals
- Improve compliance—Professional compliance services help manage your regulatory risk
- Work efficiently—Manage workload spikes by augmenting your staff with Agilent compliance expertise as needed

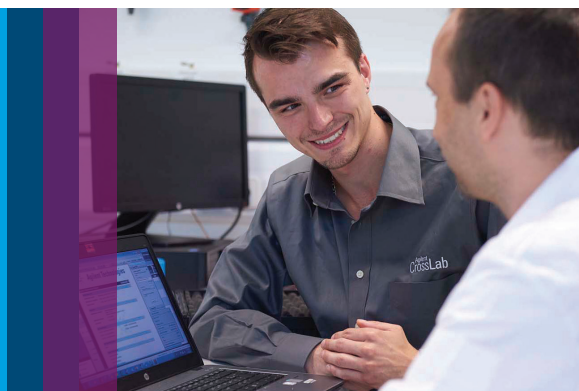
Working collaboratively with your teams

Lean Six-Sigma processes standardize and speed up common everyday tasks, making it easier for scientists to focus on research and scientific progress. Agilent's Lean Six-Sigma experts will work with you to evaluate each individual problem area by looking at end-to-end processes to identify the problem's root cause and collaborate with client teams to test and implement improvements. We fundamentally rethink everything from laboratory design improvements to asset utilization, inventory levels, cycle time, and quality—combining insights with data analytics to reduce errors and process variations.



Laboratory Operations

Help your laboratory perform at its best



Agilent CrossLab gives you access to a global team of experts, supporting you with a full suite of services to help your laboratory perform at its best. When it comes to laboratory operations, CrossLab insight can support improved uptime and productivity, better analytical results, reduced costs, and more.

Laboratory business intelligence

A library of interactive templates combined with enterprise-wide equipment utilization reporting and exploratory analytics will transform your lab operations data into actionable insights.

Drive technology, productivity, and economic outcomes

LBI analytics bring clarity to your laboratory or department with evidence-based information about critical lab usage, helping to:

- Increase economic benefit—uncover cost-saving opportunities
- Improve technology migration strategies—gain a comprehensive view of all assets and the services provided on each asset
- Enhance productivity—link key performance indicators, metrics, and data to your laboratory's productivity goals

Real stories from the lab

Lab managers leverage data to improve uptime. See the story.
www.agilent.com/chem/story44



Asset and inventory management services

Agilent CrossLab management services are designed to optimally manage your inventory, workflows, and testing cycles tailored to your requirements.

Enterprise asset management services

- Leverage data and insights into laboratory and business processes to improve operational efficiency
- Sustainably manage assets, from performance and risks to expenditures over their lifecycles
- Systematically implement and coordinate activities and practices throughout the lab enterprise to meet or exceed your strategic objectives

Inventory management

- Uses RFID technology to automatically and accurately track and manage laboratory equipment
- Cut labor hours required for periodic inventory audits and compliance
- Provide seamless asset record uploads into asset accounting repositories, procurement management systems, SAP, and other maintenance management systems



InfinityLab supplies

InfinityLab supplies with smart RFID tagging technology provide critical information and full usage traceability for less downtime, greater operational efficiency, and confidence in results. These supplies are automatically recognized by InfinityLab LC Series instruments and include InfinityLab Long Life HiS deuterium lamps with RFID, InfinityLab Max-Light cartridge cells with RFID, and InfinityLab column ID tags.



Relocation services

With Agilent CrossLab relocation services, you get a dedicated partner that's with you every step of the way—from site planning to setup:

- Comprehensive suite of laboratory equipment moving services
- Independent of laboratory equipment, make, model, and type
- Chemicals, supplies, and office space services to meet all your relocation needs
- Worldwide services include site planning, decommission, packing, moving/shipping, setup, and regulatory compliance

iLab operations software

Maximize cost recovery and streamline shared resource operations with iLab operations software. iLab is an enterprise web-based management tool designed to support operations for centralized labs and shared research resources. With a range of specialized modules and integration options, iLab can create a tailored solution to meet your needs.



Streamline lab operations with analytics and workflow tools

- Resource management
- Instrument scheduling
- Inventory management
- Workflow tracking
- Project coordination
- Usage tracking
- Data analytics

Agilent certified pre-owned instruments

Agilent quality to fit your budget

Agilent certified pre-owned instruments come with the peace of mind of a full one-year Agilent warranty, the same as a new instrument. All certified pre-owned Agilent instruments must pass operational and performance testing that must meet new instrument standards. Our instruments undergo comprehensive refurbishment, including:

- Replacement of consumable parts with new Agilent parts
- All manufacturing and service updates
- Replacement of cosmetic panels with new parts to meet latest design
- Addition of new accessories needed for initial startup
- Owners of a certified pre-owned instrument also have the option to purchase Agilent installation and training services as well as extended support contracts

Only Agilent can deliver Agilent quality

Trust the experts who designed and built the instrument to restore it to its original condition.

Agilent technology refresh services

To feed the Agilent certified pre-owned program, Agilent can work with you to realize value for your under-utilized assets.

- Migrate to newer technology equipment
- Right size your capital assets
- Promote environmentally friendly recycling of obsolete products



Real stories from the Lab

Agilent CrossLab strives to deliver insight in every interaction.

See examples of insight at work in relocations, compliance, and more at

www.agilent.com/chem/crosslabstories

An award-winning partner with service you can trust

When you choose Agilent, you invest with confidence. We do everything to uphold that level of trust. It starts with our Agilent Value Promise and continues with our Agilent Service Guarantee. You will always have the service and support you need to keep your lab running at peak performance.

Agilent Value Promise

Guarantees at least 10 years of use from your instrument, or we will credit you with the residual value towards a replacement model.

Agilent Service Guarantee

Our promise to you—if we cannot fix an Agilent instrument* covered by an Agilent agreement, we'll replace it for free.

**For Agilent systems only*

SelectScience® Winner

Agilent is the 2015 and 2016 recipient of the Customer Service of the Year award, honoring lab products and manufacturers that are making a difference in the industry.

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