



# Chromeleon CDS Enterprise Support Plan and Services

Support, Services, Security

# Secure and future-proof your investment

Your Chromatography Data System is a critical component for your laboratory and organization. Thermo Scientific™ Chromeleon™ Chromatography Data System (CDS) is a full enterprise solution designed to scale globally, provide strong, reliable return-on-investment and deliver the data and knowledge to keep your business running. Therefore, it's important to have confidence in your software - that it is up to date, properly supported and running at optimum efficiency.

It is a huge challenge to find software that can efficiently and effectively handle all the chromatographic laboratory data, control all instruments, deliver easy administration, connects to other laboratory software with the ability to expand with the laboratory while having a low cost of operation.

Chromeleon CDS is designed to address these challenges and provides an easily deployable single software platform

controlling all chromatography instruments in the enterprise, drastically reducing training and maintenance effort. It scales from a single workstation up to global multi-site deployment connecting different laboratories to one central data center, seamlessly growing with the laboratory, while maintaining an identical user experience.



*“ Problem resolved quickly. Representative was very friendly and personable and dealt with my request in a professional manner Top marks!”*

Lee Thompson, Piramal Healthcare

## Chromeleon CDS Support Plan brings...



### ...technical support >>>

- Global support via phone, email and remote support software
- Professional investigation via follow-the-sun support methodology
- Provided by dedicated Thermo Fisher Scientific professionals



### ...product updates >>>

- Instant access to all releases and security updates\*
- Regular updates to Long Term Stability (LTS) versions for fast issue resolution with minimal (re)validation
- Stay up-to-date with the latest innovations
- Support for new hardware and drivers available for direct download

\* Additional fees apply for installation, configuration, validation and training services



Thermo Fisher Scientific employs a release strategy that provides customers with a choice of how to deploy Chromeleon CDS.

- Regular releases for major (7.X) and minor (7.X.Y) feature increments introducing new innovations and enabling customers to stay up-to-date with the newest technologies and latest advancements.
- LTS releases with regular maintenance updates enabling customers to maintain utmost stability and robustness over an extended period with minimized validation efforts.



### ...resources



Exclusive access to interactive eServices portal:

- Raise a ticket to request contact with a support professional
- Notification of critical issues or updates
- Searchable knowledge base for established and proven solutions
- Consult industry peers to share experiences in specific environments



### ...training

- Global enterprise CDS Services experts deliver professional training\*
- End-users, system administrators, IT administrators
- Tailored to the requirements of your organization



Join the Chromeleon CDS community to future proof your investment:  
**[thermofisher.com/chromeleonsupport](http://thermofisher.com/chromeleonsupport)**

Like Charlie Chromeleon on Facebook to follow his travels and get  
important updates on chromatography software!  
**[facebook.com/CharlieLovesChromatography](https://facebook.com/CharlieLovesChromatography)**

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