

# Put Agilent CrossLab to Work for You

## We're Here to Help You Succeed

In every interaction, we seek to provide insights that will help you drive lab productivity and operational efficiency.

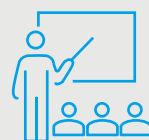
CrossLab is an Agilent capability that integrates services, training, columns, and supplies, along with lab-wide consulting resources, to help you get the most from your instrument and laboratory investments.

When you interact with CrossLab, you get access to a network of people who are committed to helping you be successful. Whether online, over the phone, or in person, our support teams draw upon years of experience operating instruments and supporting customers. We'll help you directly or make the right connections to get you the information you need.

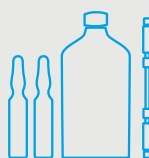
Get in touch with a CrossLab expert at [www.agilent.com/crosslab/contactus](http://www.agilent.com/crosslab/contactus)

## There are many ways we can support you

We have training, workflow support, and many lab-wide services to help you manage your lab for highest efficiency. See the next page for a review of capabilities across the lifetime of your instrument ownership.



**Training and support**



**Columns and lab supplies**



**Service and maintenance plans for Agilent and select non-Agilent instruments**



**Enterprise lab management**



**Relocation services**



## Connect, collaborate, and share perspectives

### Agilent Community

The Agilent Community is the best place to get answers to your technical questions, collaborate with others about Agilent products and applications, find self-help focused documents and videos, and stay connected with the latest support resources.

### Agilent Knowledge Portal

Now there's one more great reason to visit the Agilent Community. Our new Knowledge Portal gives you instant access to the collective knowledge and experience of more than 1,700 Agilent experts worldwide. There, you'll find how-to videos that guide you through maintenance and troubleshooting tasks, tips to help you minimize downtime and get the most from every instrument in your lab, and articles and illustrations that can help every day in the lab run more smoothly.



# Hit the Ground Running

## Training and educational consulting

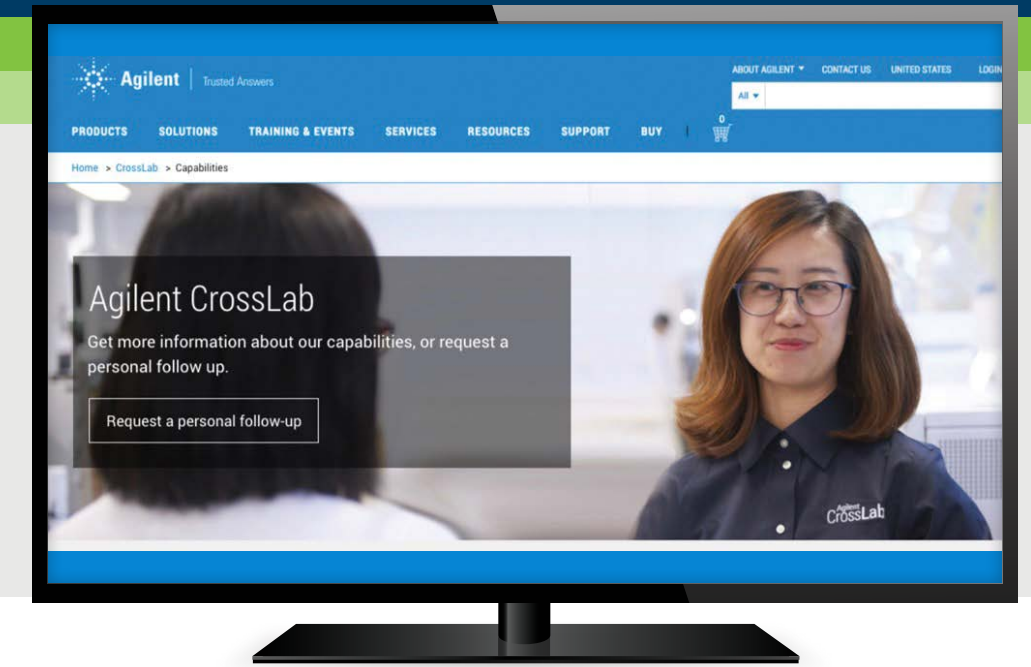
Agilent University offers flexible, cost-effective training options to help you plan, prioritize, and manage lab resources. Your team will gain insights for boosting efficiency and minimizing downtime. Plus, you can choose the training format that suits you best—including in person, virtual and online.

## Columns, chemical standards, and supplies consulting

New column technologies can cut analytical time significantly. Faster sample preparation techniques can save time while improving instrument performance. Innovations in fittings, capillaries, and even vials can improve your analytical precision and reduce rework and troubleshooting. A CrossLab consumables expert can help you optimize your results.

## Method and application consulting

Agilent has assembled a field applications team with deep laboratory experience, and we actively train our teams on the latest productivity-building applications and methods. Call Agilent CrossLab to help you set up a new method or evaluate and optimize an existing method.



# Help Your Team Stay Productive

## Instrument service coverage

Putting your new instrument on a service plan after your warranty ends is an excellent way to ensure optimal performance and uptime. Depending on your needs, you may select a plan that includes preventive maintenance and even key consumables. We also provide service for non-Agilent instruments. Ask us about consolidating all your instruments on an Agilent service plan.

## Preventive maintenance

Keep your instruments running at peak performance—and cut repair costs—by ensuring your instruments have regular preventive maintenance. Reduce unplanned downtime by up to 35%. Include preventive maintenance with your service plan, or access it with CrossLab On-Demand Maintenance.

## Flexible spending plan options

The Agilent Flexible Spend Account (not available in all geographies) is a convenient way to manage your budget for services and consumables. It helps streamline procurement processes by reducing time and resources spent raising purchase orders and paying invoices. An online portal allows for easy account monitoring and balance tracking.

## Software maintenance and support

Software maintenance plans offer access to the latest software releases and best-in-class phone support to answer your technical questions. On-Demand Workstation services provide expertise restoring Agilent software to operational condition or implementing software upgrades.

# Advance Your Lab Operations

## CrossLab Connect—Increase visibility and control across your entire lab

CrossLab Connect leverages data-intelligence technologies to increase operational efficiency. We start by working with your on-premise networks to monitor instrument health, improve uptime, and lab economics. For labs that are ready to access cloud-based capabilities, CrossLab Connect uses advances in IoT and analytics capabilities to enable optimization through lab-wide asset monitoring and business intelligence. Ultimately, CrossLab Connect helps you realize all the benefits of a smart, connected lab.

**Smart Alerts** are a great first step to realizing the benefits of a smart, connected lab.

## Relocation services

Agilent CrossLab can move an instrument across the hall, or an entire lab across the world. We have dedicated relocation project managers to help you complete your move as seamlessly as possible, minimizing work disruption and unplanned expenses.

# Reduce Risk and Manage Lifecycle

## Compliance qualification services

To help laboratories operating in regulated environments, Agilent CrossLab has developed an automated compliance solution designed to support the end-to-end Analytical Instrument Qualification (AIQ) process. The Automated Compliance Engine (ACE) is an electronic, audit-ready qualification solution that addresses data integrity and intended use requirements.

## Flexible financing options

Instrument purchases don't always need large capital investment. Flexible financing options can help you access new technology faster.

## Agilent Certified Pre-Owned Instruments

Agilent Certified Pre-Owned Instruments are factory refurbished and rigorously tested to deliver rock solid reliability. Our certified, used chromatography and spectroscopy systems and modules have options for installation and training to expedite your productivity. Certified pre-owned instruments from Agilent come with a one year factory warranty (the same warranty as new instruments) and pass a comprehensive operational qualification and performance verification to ensure risk-free performance in your lab.



Learn about specific CrossLab capabilities to help your lab:  
[www.agilent.com/crosslab/contactus](http://www.agilent.com/crosslab/contactus)

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