



Agilent's Consulting Expertise Helps Get Instruments Back Online Faster and Keeps Scientists Out of Service Events

Technical Overview



Are you under cost and resource pressures? What is your site doing to:

- Improve instrument turnaround time after failures?
- Escape from service administration?
- Track instrument reliability and service history?
- Agree on a flexible service contract that meets your needs?
- Control the cost of service?

Many large pharmaceutical, chemical and biotech companies are asking these questions. They want their scientists focused on doing science, not administering contracts, escorting service engineers, or postponing key experiments because instruments are down. They want to see the value-for-money their service providers are supplying through accurate, relevant and timely reports of how instruments are performing and of their service history. They want service companies to do things their way—not to use service models and processes optimized for the provider.

Above all, they want to see their large instrument service suppliers driving to make service delivery more efficient and cost-effective, while retaining the quality and prompt response that they expect.

Agilent's New Consulting Service to Improve Service Delivery and Cost

Knowing these needs, Agilent has evaluated the role that we can play to get scientists back into their lab coats and keep their instruments up and running. A new consulting service called Lab Resource Management formally assesses laboratory function, workflow, roles and costs to recommend improvements to service delivery processes and cost structures. Lab Resource Management delivers Old World relationships with New World efficiencies, enabling laboratory managers to meet productivity goals through our personalized service and adherence to the highest quality standards.



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Lab Resource Management Elements	Benefits
Simplified, consolidated service contract.	Reduced administrative and service entitlement hassles.
Onsite agent to deliver scheduled service, diagnosis, first-line repairs.	Familiar, personal service; expedited response to failures; standard diagnosis and interface to instrument supplier for complex repairs.
Negotiated service-level agreements (SLAs) that exactly fit your needs.	Every service provides value.
High-usage parts available on site.	Faster turnaround time for failures.
Service-history reporting.	Decisions backed by real data.
Associations with original equipment vendors for complex repairs, parts, phone support.	Access to most-knowledgeable resources when/where required.

Case History

The Customer: A pharmaceutical QA/QC laboratory in England. The laboratory analyses formulated product ready for release to distributors, reference materials coming into the laboratory, and packaging. It also runs stability studies. The laboratory has instruments from a mixture of vendors.

The Goal: Reduce costs by 20% over three years.

Agilent's Response: The company invited Agilent to spend two days on site, studying the laboratory organization, performance measures, responsibilities and priorities,

workflow, context processes (what scientists do outside their job descriptions) and current process improvements and initiatives. Agilent delivered to them:

- **A summary report** of the visit describing the laboratory operations, work flow and service requirements.
- **A series of process maps** documenting the times and cost required to perform these context processes.
- **A Profit Improvement Proposal.**

The company worked with Agilent to review and refine these documents, focusing on service levels, response times, a schedule for onsite presence, and overall pricing.

The Result: By optimizing service levels, response times, delivery model (which can include the support of instrument manufacturers), logistics and reporting infrastructure, our customer experiences better service at reduced costs.

Lab managers especially value the service history information for each instrument, which allows it to match service processes to evolving priorities. Lab managers, Engineering, and Purchasing will also participate in an annual review to update and enhance the service model based on evolving business requirements.

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