

Agilent Global Services and Support Strategy

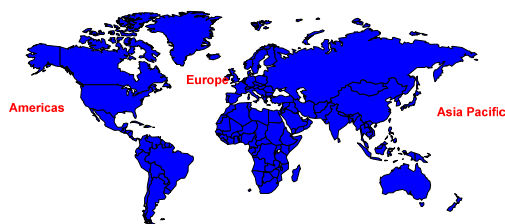
Agilent Technologies is committed to customer satisfaction. We are dedicated to providing the right software and support to increase your productivity and advance your long-term success.

Our goal is to provide a quick response to help keep your system running smoothly, wherever your business is located.

We are continuously seeking ways to improve our services. Therefore, we created a world-wide software support team.

Global Coverage

The LSCA Global Professional Services and Support organization consist of Global Informatics Software Support Team (GISST) and the Professional Services Organization (PSO).



The benefits of a global support organization are listed below:

- ✓ Centralized ownership and management of support services
- ✓ Deliver quality support consistently and systematically among software products
- ✓ Increase the number of resources dedicated to filling your needs
- ✓ Cooperative support across international boundaries
- ✓ Support continuity across boundaries
- ✓ Expanded coverage times

- ✓ Infusion of standard process models and methodologies providing improved consistent and quality support
- ✓ Speed and accountability for customers
- ✓ Increased available support resources

Multiple Support Options

Professional services delivery is primarily conducted onsite. Other services may be remotely delivered. The primary support service delivery methods are through the Internet, telephone, e-mail, and remote tools. All the support services are delivered methodically and consistently across international boundaries.



We also offer the "Per Incident Support" option. You may purchase the services per hour and pay for a window of response.ⁱ



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Support Agreement Levels

Standard Contract Support entitles you to full telephone and e-mail access to our Global Informatics Software Support Team.ⁱⁱ

You are also entitled to all updates, fixes, software and protected Web site areas for the duration of your support agreement. You may purchase a software Service Maintenance Agreement (SMA) for a specified period of time, typically one year in duration.

Elite Support provides all the deliverables of the Standard Contract Support, plus customized services to meet your unique support requirements.



Some derived benefits of a SMA:

- Software, Software Status Bulletin and Software Service Notes access
- Telephone assistance for two authorized callers
- Problem identification and resolution assistance
- Access to the Global Informatics Software Support Team
- Faster problem resolution
- Call tracking
- Escalation management
- Lower Activity Based Costing (ABC) and Total Cost of Ownership (TCO)
- Maximize Return On Information Technology (ROIT)
- Enhancement request submittal
- Referral service to Professional Services Organization (PSO) for special needs
- Peace of mind that help is only a communication away
- More system and laboratory uptime
- Remote tools support

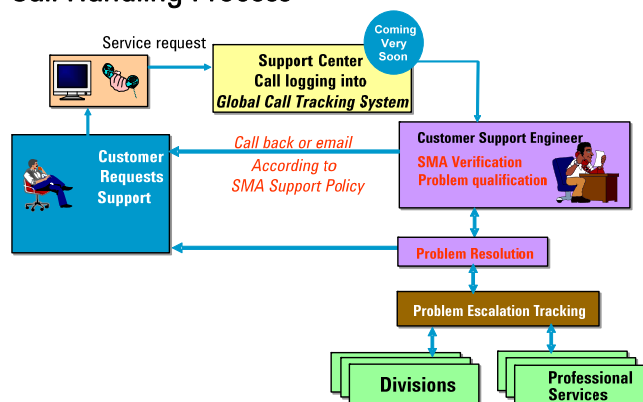
Support Times Referenceⁱⁱⁱ

Products Supported				
All Products	All Products		Certy Pharma EZ Chrom Elite	
Team Providing Support	CET Amsterdam	EST Atlanta	CST Chicago	PST San Jose
Europe Email: Lab_informatics@agilent.com	8:30 AM	2:30 AM	1:30 AM	11:30 PM
	9:00 AM	3:00 AM	2:00 AM	Midnight
	10:00 AM	4:00 AM	3:00 AM	1:00 AM
	11:00 AM	5:00 AM	4:00 AM	2:00 AM
	12:00 Noon	6:00 AM	5:00 AM	3:00 AM
	1:00 PM	7:00 AM	6:00 AM	4:00 AM
	2:00 PM	8:00 AM	7:00 AM	5:00 AM
	3:00 PM	9:00 AM	8:00 AM	6:00 AM
	4:00 PM	10:00 AM	9:00 AM	7:00 AM
	5:00 PM	11:00 AM	10:00 AM	8:00 AM
	5:30 PM	11:30 AM	10:30 AM	8:30 AM
	6:00 PM	12:00 Noon	11:00 AM	9:00 AM
	7:00 PM	1:00 PM	12:00 Noon	10:00 AM
Americas' Email: OL, EZChrom, ECM pso-olez@agilent.com ChemPlus pso-ecc@agilent.com Certy NDS for Pharma pso-cp@agilent.com	8:00 PM	2:00 PM	1:00 PM	11:00 AM
	9:00 PM	3:00 PM	2:00 PM	12:00 Noon
	10:00 PM	4:00 PM	3:00 PM	1:00 PM
	11:00 PM	5:00 PM	4:00 PM	2:00 PM
	Midnight	6:00 PM	5:00 PM	3:00 PM
	1:00 AM	7:00 PM	6:00 PM	4:00 PM
	2:00 AM	8:00 PM	7:00 PM	5:00 PM

Supported Products^{iv}

- EZChrom *Elite* configurations:
 - EZChrom *Elite* Client/Server
 - EZChrom *Elite* Stand Alone
 - EZChrom *Elite* with Citrix Metaframe XP
 - EZChrom SI (Single Instrument)
- Agilent OL system, including:
 - Enterprise Content Manager (ECM)
 - Instrument Control Manager (ICM)
 - Business Process Manager (BPM)
 - Remediation Services
 - ECM Desktop Client
 - ECM Print Services
 - eSignature Plug-in for Adobe Acrobat
- ChemStation Plus
- ChemStore
- ChemAccess
- Certy NDS for Pharmaceutical QA/QC

Call Handling Process



The call handling process includes a formal escalation process using call tracking tools. This process provides for regular communication with the customer regarding escalation status and progress to resolution. In addition to the traditional call handling services, we provide a communication and transfer service to the world-wide Professional Services Team for onsite attention and customized support.

Customer Satisfaction Process

Some refined processes contribute to customer satisfaction, including:

- Personal follow-up for customer satisfaction issues
- Escalation using our formal escalation processes
- Customer feedback surveys
- Customer satisfaction monitoring

Global Support Contact Information

Americas

Customer call CCC 1-800-227-9770 Routed to [Informatics Customer Care](#)
OR
Customer calls 1-800-588-8878
Customer emails psoccc@agilent.com - ChemPlus (Chemstore)
Customer emails psocp@agilent.com - Cerity NDS for Pharma
Customer emails psoclez@agilent.com - OL, EZChrom, ECM

Support Hours are Local Time 9 am to 5 pm Mon - Fri.

Europe

Customer call local country Customer Contact Center
Customer emails lab_informatics@agilent.com

To obtain an SMA or SMA information, please send an email to Informatics_SMA@Agilent.com with your contact information (name, tel. #, company name, interest).

www.agilent.com/chem/nds

The information in this publication is subject to change without notice.

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ⁱ Currently available only in Europe

ⁱⁱ May include other forms of communication as required

ⁱⁱⁱ lab_informatics@agilent.com is planned to be the only e-mail account for support

^{iv} Go to www.agilent.com/chem/nds and locate the support pages for the particular product to verify which versions of that product are supported