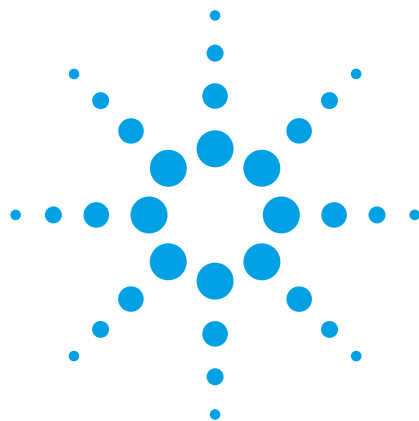


Integrated Lab Instrument Service



Agilent Lab Resource Management

Improved productivity and lower service costs
make your organization run smarter



Agilent Technologies

A changing business environment puts financial pressure on lab operations ... but now there's a solution

As labs around the world respond to the challenges of accomplishing more with fewer resources — more molecules from discovery, more methods developed, more analyses performed, more products shipped — the challenge is to remain competitive, stay compliant, and maintain a high standard of analysis, while operating within schedule and budget constraints. **Global analytical organizations face:**

- **Competitive pressure**
- **Time-to-market pressure**
- **Cost pressure**
- **Regulatory pressure**
- **ROI pressure**

Now you have a way to address these business pressures while improving your lab's productivity. **It begins with an innovative approach to lab instrument service.**



The first step is to recognize the total cost of service

Uncoordinated service can lead to operating inefficiency, administrative complexity, and unnecessary costs.

Inefficient service approaches can mean:

- Extended, unnecessary instrument downtime
- Analysts involved in service events
- Inconsistent or inappropriate service levels
- Myriad of service contracts
- Lack of service reporting
- Weak asset management

Agilent Lab Resource Management can improve lab instrument service and control costs at the same time



When you optimize service delivery, your lab runs smarter

An Integrated Service Delivery Model optimizes service delivery by function, by lab, by category of instrument, and by your requirements, so that each service event gets the priority and the resources that it deserves. With service needs addressed through this tailored approach, your risks are reduced and you can focus on results that make your lab run smarter.

Traditional service models leave gaps that undermine productivity

Service Model	Limitations
Instrument vendor	<ul style="list-style-type: none">– Expertise is typically brand limited– Requires service relationships with many vendors
Independent service organization (ISO)	<ul style="list-style-type: none">– Limited geographic coverage; not a scalable global solution– Limited range of instrumentation covered– Limited resources
Consolidator/aggregator	<ul style="list-style-type: none">– Troubleshooting, triage, and service administration performed by end user– Indirect service delivery — no onsite or offsite expertise
In-house metrology/engineering	<ul style="list-style-type: none">– Requires company to divert resources/time from its core competencies– Expensive relative to other service models

Integrated Service Delivery lets you take advantage of the most efficient aspects of each of the traditional service approaches

Agilent Lab Resource Management is an Integrated Service Delivery Program that addresses your risk, cost, and quality issues by offering:

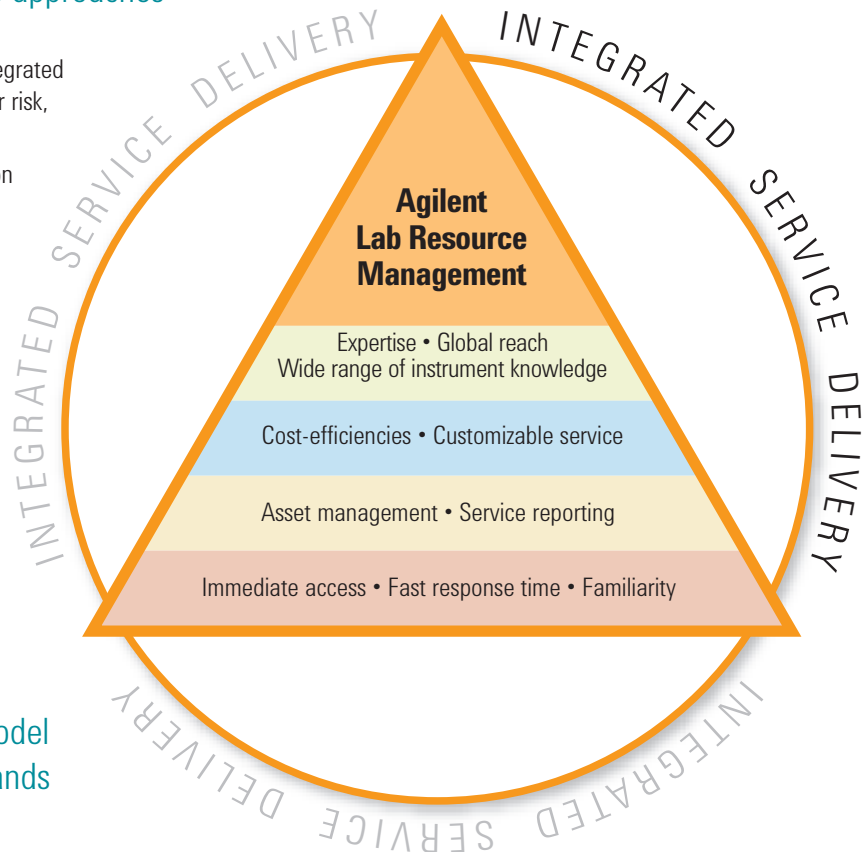
- The cost advantages of vendor consolidation and onsite expertise
- Improved service levels, productivity, and instrument uptime
- Reduced risk of poor quality service or instrument failure
- Less analyst involvement in service events and administrative tasks
- Tailored to fit your needs

Agilent Lab Resource Management gives you one integrated instrument service model across many techniques and brands

Your lab benefits with:

- Consistent, documented service levels
- Active management of assets and service performance
- One contract, one contact, one purchase order, one invoice, one reliable contractor

... allowing more time for core activities like discovery, development, and production.



Access to the services that are right for you

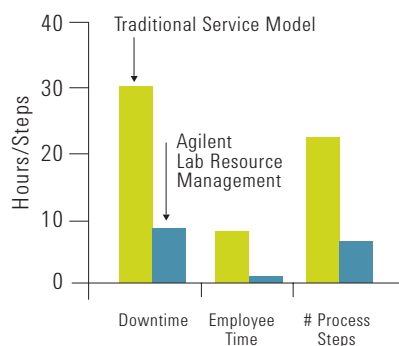
Count on Agilent to identify and target unnecessary costs, then deliver a service strategy focused on your lab's requirements



Lab Operations Assessment

The Lab Operations Assessment is an integral part of Agilent's LRM program. We'll do a top-to-bottom checkup on your lab, chart current work processes, uncover hidden costs and inefficiencies, and then offer proposals for process improvement. You'll see how you can:

- Control spending
- Increase instrument uptime and lab efficiency
- Remove analysts from service events
- Simplify administration
- Implement comprehensive lab instrument compliance
- Improve and centralize reporting



Data above from an actual Lab Operations Assessment.

Agilent

ASSESSMENT

Scheduled Service
Planned Maintenance (PM)/
Operational Qualification (OQ)

Identify instruments requiring PM/OQ; tailor protocol and service levels

Benefit:

Optimize service levels by lab, instrument, and technique

Optimized service delivery based on needs assessment

Benefit:

Assessment optimizes service levels for maximum cost-effectiveness

One single service contract including SLA

Benefit:

Fewer service suppliers to manage

Service
Procurement

System Failure,
Triage, and Repair

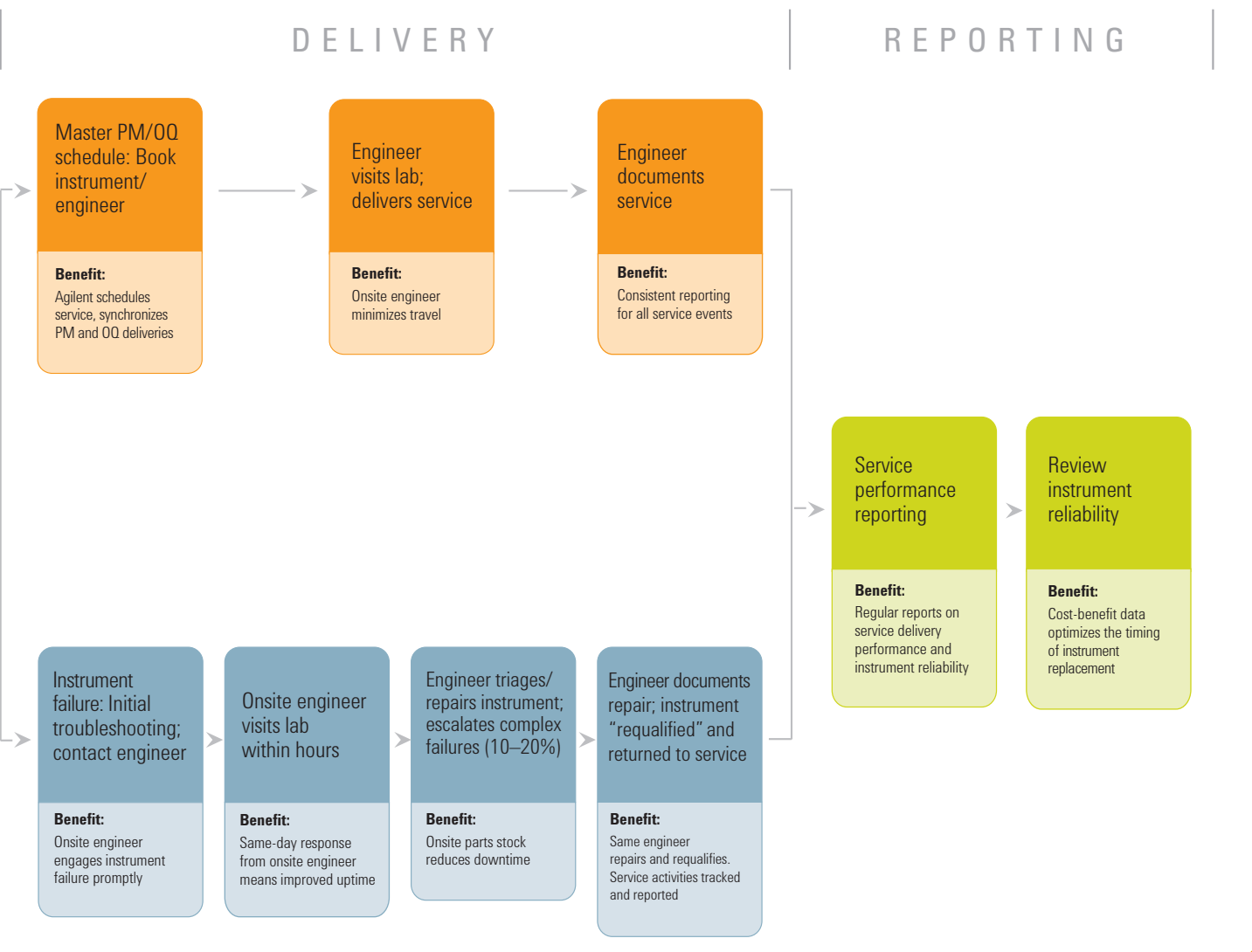
We will evaluate your operations and procurement requirements against your business objectives and your service budget constraints. We'll work with you to identify, understand, and address your needs, using our proprietary Lab Operations Assessment.

Applying the Integrated Service Delivery model, Agilent Lab Resource Management eliminates unnecessary costs and improves productivity in three areas:

1. Service Procurement
2. Scheduled Service: Planned Maintenance (PM) and Operational Qualification (OQ)
3. System Failure, Triage, and Repair

Typically lab users — and even lab managers and directors — get much more involved in these events than necessary. The following illustration shows how Agilent Lab Resource Management eliminates inefficient steps and increases productivity throughout your lab.

Lab Resource Management Model



Optimized services and a savings of 15% or more for qualifying labs

"Hard" cost savings

Improve engineer utilization and familiarity: Agilent engineers based at your site eliminate significant travel costs and inefficiencies. You benefit by having the same engineer responding to each service call.

Establish the right coverage: Assess service needs by function, lab, technique, and brand. Invest only in the level of service you need, eliminating redundant or unnecessary service coverage.

Cover the right instrumentation: Asset tracking and management produces an accurate, up-to-date inventory database and supports optimal instrument deployment.

"Soft" or productivity-related cost savings

Improve analyst productivity: Eliminate time spent on troubleshooting and escorting and monitoring service engineers by immediately handing off failures to your onsite Agilent engineer.

Improve instrument uptime: Reduce the time from failure to triage to "back in service" with onsite engineers. Reduce waiting time for parts with onsite storage of frequently used parts.

Simplify administration: One contact, one contract, one purchase order, one invoice, one process.

Continuously improve processes: We listen, re-engineer, and review to ensure our service processes are as efficient as possible. We stay directly involved in improving your operations even as your business goals and needs change.

Service Level Report: December 2003 - May 2004

Manufacturer

All Manufacturers

Agilent

Brand W

Brand X

Brand Y

Brand Z

Service Level Report: June 2004 - November 2004

Manufacturer

All Manufacturers

Agilent

Brand W

Brand X

Brand Y

Brand Z

Service Level Report: December 2004 - May 2005

Manufacturer	Service Level	Dec	Jan	Feb	Mar	Apr	May	YTD
All Manufacturers	Call Vol (Logged Serial Numbers)	53	39	43	31	36	58	260
	Average Response Time (hrs) (<4Hrs)	0.64	0.81	0.92	0.99	0.89	1.03	0.88
	% Same Day Response	87%	95%	90%	87%	89%	83%	88%
	% Next Day Response	13%	5%	10%	13%	11%	17%	12%
	% First Visit Repair	87%	87%	95%	94%	94%	93%	92%
	Ave Downtime (hrs) (< 8Hrs)	2.09	2.72	6.33	3.86	2.79	2.90	3.37
Agilent	Call Vol (Logged Serial Numbers)	27	26	23	8	23	38	145
	Average Response Time (hrs)	0.88	0.61	0.61	0.52	0.91	0.97	0.65
	% Same Day Response	89%	92%	87%	88%	87%	79%	86%
	% Next Day Response	11%	8%	13%	13%	13%	21%	14%
	% First Visit Repair	93%	92%	96%	100%	91%	92%	93%
	Ave Downtime (hrs)	0.22	2.18	7.82	4.05	3.20	3.00	3.19
Brand W	Call Vol (Logged Serial Numbers)	16	7	13	14	8	12	70
	Average Response Time (hrs)	1.41	1.53	1.32	1.47	0.89	1.03	1.29
	% Same Day Response	88%	100%	92%	86%	100%	92%	91%
	% Next Day Response	12%	0%	8%	14%	0%	8%	8%
	% First Visit Repair	75%	72%	92%	86%	100%	92%	86%
	Ave Downtime (hrs)	4.95	5.59	3.29	3.11	1.25	3.21	3.62
Brand X	Call Vol (Logged Serial Numbers)	4	3	1	7	4	3	22
	Average Response Time (hrs)	0.56	0.84	1.11	0.53	0.86	1.64	0.82
	% Same Day Response	75%	100%	71%	100%	75%	100%	90%
	% Next Day Response	25%	0%	29%	0%	25%	0%	10%
	% First Visit Repair	100%	87%	100%	100%	100%	100%	95%
	Ave Downtime (hrs)	1.27	1.65	35.89	4.75	4.19	1.00	4.54
Brand Y	Call Vol (Logged Serial Numbers)	1	0	2	1	0	2	6
	Average Response Time (hrs)	0.78		1.67	1.21		1.02	1.23
	% Same Day Response	100%		100%	0%		100%	83%
	% Next Day Response	0%		0%	100%		0%	17%
	% First Visit Repair	100%		100%	100%		100%	100%
	Ave Downtime (hrs)	9		3.23	1.97		1.42	3.38
Brand Z	Call Vol (Logged Serial Numbers)	5	3	4	1	1	3	17
	Average Response Time (hrs)	1.27	0.87	0.98	1.16	0.63	1.23	1.08
	% Same Day Response	80%	100%	100%	100%	100%	67%	88%
	% Next Day Response	20%	0%	0%	0%	0%	33%	12%
	% First Visit Repair	80%	100%	100%	100%	100%	100%	94%
	Ave Downtime (hrs)	2.32	1.75	1.55	8.58	0.25	3.27	2.45

Your Account Relationship Manager will regularly review service metrics to continuously optimize laboratory operations. Performance reporting identifies problems and provides data on instrument reliability for replacement planning.

Simplify service with one cost-effective contract for all your lab instrumentation

Only Agilent offers you a comprehensive range of services delivered by the most highly trained engineers in the business. Agilent Lab Resource Management is designed to deliver long-term value and profitability, offering you the most tailored, cost-effective service program.

Agilent Lab Resource Management offers:

Single Point of Contact —

one resource for all your lab instruments

Onsite Service Engineers —

handle 90% of your service issues

Onsite Consumables and High-Use Parts —

shorten the time from diagnosis to repair

Instrument Vendor Backup —

ensures a closed-loop commitment to instrument repair

Service Delivery Reporting —

service performance and instrument reliability reports

Asset Management —

instrument inventory, location, reliability history, and more

Account Relationship Manager —

one person responsible for your satisfaction

You benefit from a single Lab Resource Management partner

1 service process
way to report failures
call to schedule service
contact for service inquiries

Improved productivity and efficiency

Our open-system approach services all laboratory instruments and equipment

Analytical Techniques

Including but not limited to:

Liquid Chromatography
Gas Chromatography
Fast Protein Chromatography
Mass Spectrometry
UV and Infrared Spectrometry
X-ray Diffraction
Nuclear Magnetic Resonance
Gravimetric
Thermal
Dissolution and Disintegration
Particle Sizing
Titration
Atomic Absorption Spectroscopy
Bioanalytical Assays

Instrument Manufacturers

Including but not limited to:

Agilent	PerkinElmer
Amersham	Metrohm
Applied Biosystems	Mettler Toledo
Bio-Rad	Millipore
Bruker	Molecular Devices
Buchi	Sartorius
CTC	Shimadzu
Dionex	Thermo
Distek	Varian
Eppendorf	Waters
Gilson	Zymark
Hanson	



"Decision makers consistently select Agilent as the leading provider of laboratory compliance services."

— AdvanStar Survey, North America and Europe, 2004



Minimize risk and streamline validation with our paperless universal qualification platform

Be confident that your lab is in compliance. Agilent has always provided the most trusted vendor qualification protocols for your Agilent instruments. Now we can help ensure the same level of risk-free instrument compliance for all your instruments. Regardless of instrument brand, we provide reliable analytical instrument qualification throughout your lab.

- Installation qualification (IQ)
- Operational qualification (OQ)
- Requalification (RQ)

We also offer state-of-the-art protocols and analysis tools for network qualification.

Streamline the process. Our patent-pending automated compliance platform provides a paperless instrument qualification program. Universal tests for chromatography and spectrometry systems, customer configurable protocols and reports, and all the benefits of electronic records mean increased quality of documentation and decreased QA review time. Integration to Agilent's enterprise content management system supports electronic signatures, secure storage of all electronic records, and searching and sharing of qualification results.

Agilent has the experience, the knowledge, and the global reach to help your lab run smarter

- Over 90,000 instrument qualifications performed worldwide
- More than 1,100 service professionals
- Over 25,000 customers worldwide



Agilent Professional Services will help you optimize your processes

We can further enhance your Agilent Lab Resource Management program with a suite of Professional Services to help you achieve peak efficiency and productivity in your lab.

- Instrument and network qualification
- Compliance consulting
- Method development and method validation support
- Education and training
- Laboratory relocation
- Operational efficiency assessment

Agilent is the market leader in brand loyalty as measured in a recent customer satisfaction survey

In 2004, Research International conducted a survey in the U.S., Europe, and Asia Pacific and found that Agilent had the highest customer loyalty rating among major analytical instrumentation companies. The survey covered key performance areas such as technical expertise, commitment level of onsite engineers, and delivering on promised outcomes.

Our professionals are among the most highly trained in the industry

To ensure the success of Agilent Lab Resource Management in your organization, we have opened a state-of-the-art development and training facility. This is where our engineers are trained and certified in preventative maintenance, repair, and compliance procedures, using both Agilent equipment as well as instrumentation from other major vendors. It also provides timely support for the Agilent engineers working at your facility.

Agilent Lab Resource Management gives you the confidence of knowing that you have best-in-class service professionals keeping your instrumentation in compliance and in operation, across all brands and all method types.



Guaranteed Savings Uncompromising Quality

Agilent Lab Resource Management will help you increase productivity while delivering guaranteed savings on total service costs. And we will work with you to continuously improve the efficiency of your operations, even as your business goals evolve.

Call today to learn more about
**Agilent Lab Resource
Management**

1-800-227-9770 (U.S. and Canada)
www.agilent.com/chem/LRM

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Printed in the U.S.A. August 1, 2005
5989-3255EN



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