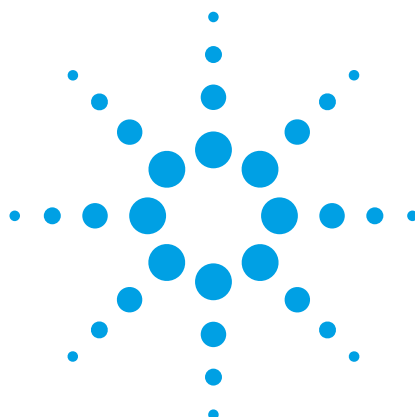


Advanced Instrument Management for Every Lab



Agilent Remote Advisor

Next-generation service and support at your fingertips **today**.



Agilent
Remote
Advisor | Assist. Report. Alert.

Available exclusively with
Agilent Advantage Service Plans.

Our measure is your success.

products | applications | software | **services**



Agilent Technologies

Achieve maximum instrument uptime... then focus on achieving your best results.



Agilent Remote Advisor is a powerful set of proactive, real-time support and reporting features available exclusively with Agilent Advantage Service Plans. Using a secure Internet connection, Remote Advisor monitors your critical system parameters to proactively diagnose and resolve instrument problems. It also provides you with on-demand reports and notifications that will help you optimize your instrument uptime. Best of all, **Remote Advisor is now built into all Agilent Advantage Service Plans**, so if you already have a plan in place, setting-up your connection is as simple as contacting Agilent.

Three powerful features, one essential goal: maximizing your lab's productivity.



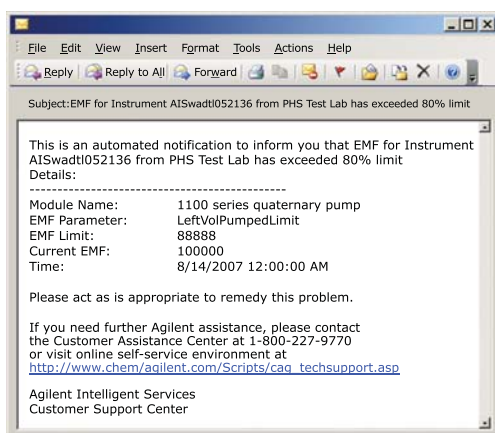
1. Assist: Focus is key.

This direct link to Agilent lets you bypass call center queues and automatically upload instrument vitals the moment you ask for support. So you can focus your conversation on the solution... not the problem.



2. Report: Knowledge is power.

This reporting feature helps you proactively optimize your lab's productivity while eliminating the time-consuming tasks associated with inventory tracking and management. With Remote Advisor Report, you'll have access to inventory lists and reports that detail instrument configuration, availability, and use, as well as real-time maintenance and qualification needs. You can request this information on-demand, or set up subscriptions, so you'll always be in the know about your instrument operations.



3. Alert: Time is money.

Our Alert feature will send you a real-time SMS-text or email message when your analyses stop suddenly, when maintenance thresholds are reached, or when your system shuts down unexpectedly. So you can minimize disruptive – and costly – downtime.

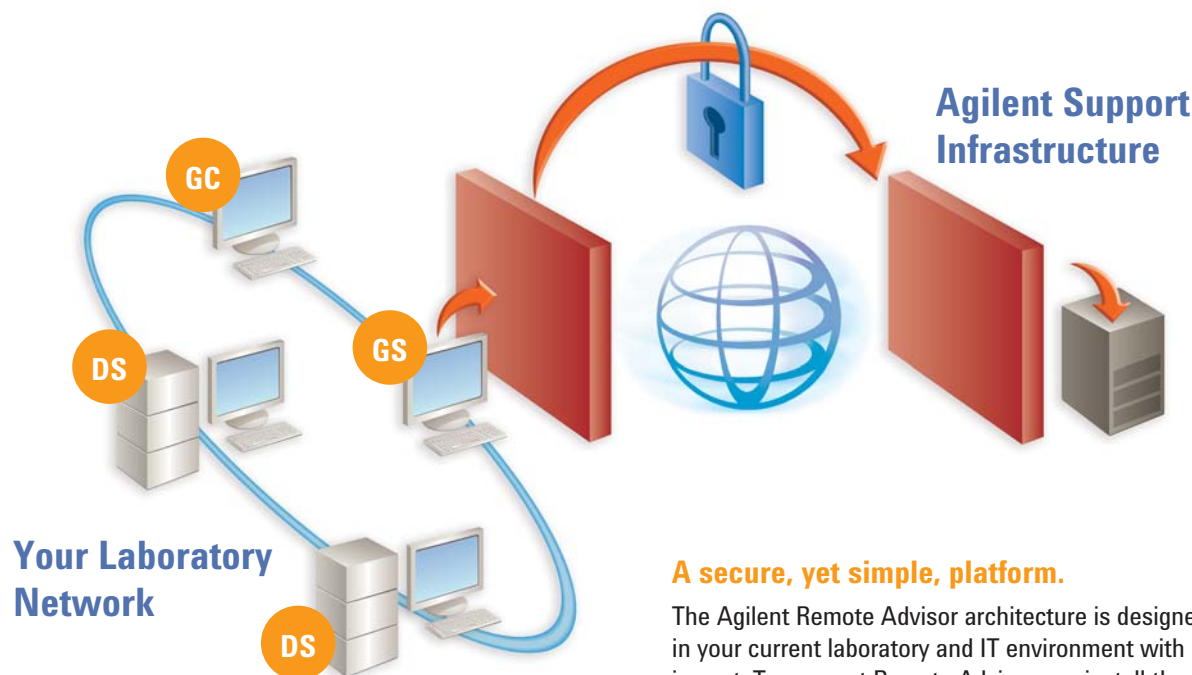
When it comes to security,
you don't make compromises.
And neither do we.



You trust Agilent to preserve the confidentiality of your sensitive data. That is why we designed Remote Advisor to meet the most stringent security standards. Our safeguards include:

- **Firewall-friendly architecture** that leverages your existing network security infrastructure without the need for public IP addresses or VPNs.
- **Secure communications** that employ accepted industry standards for data encryption and authentication.
- **Access policy management** that gives you full control over access privileges.

In fact, Agilent Remote Advisor, along with the technology it is based on, has successfully passed a stringent 200-point security certification, a 21 CFR Part 11 audit, and numerous IT-security audits. What's more, it has been successfully deployed at leading government, pharmaceutical, bio-technical, environmental, and chemical analysis companies worldwide.



A secure, yet simple, platform.

The Agilent Remote Advisor architecture is designed to work in your current laboratory and IT environment with minimal impact. To connect Remote Advisor, we install three components at your site:

- DS Data Source Software Agent:** Gathers data from your instruments without the need for Internet access.
- GS Gateway Server(s):** Provides a secure access point between your instruments and Agilent.
- GC Gateway Controller:** Gives you complete control over Agilent's access privileges.

Remember... Remote Advisor is only available as part of an Agilent Advantage Service Plan.

If your instruments are already covered by an Agilent Service Plan, Remote Advisor is now automatically included.

This means you don't have to wait to:

- **Bypass call center queues** by directly – and securely – transferring system diagnostics to Agilent.
- **Maximize productivity** with instant-access reports that bring you fully up to date on instrument inventories, operations, utilization, and maintenance status.
- **Rest easy**, knowing that Agilent Advantage Remote Advisor has successfully passed rigorous IT security evaluations, and has met the stringent security standards of the pharmaceutical and environmental industries.

If your instruments are not yet covered, you will need to choose an Agilent Advantage Service Plan to be eligible for a Remote Advisor connection:

Service Plan	Includes
Agilent Advantage Gold	<ul style="list-style-type: none">• Remote Advisor: Assist• Remote Advisor: Report• Remote Advisor: Alert
Agilent Advantage Silver	<ul style="list-style-type: none">• Remote Advisor: Assist• Remote Advisor: Report• Remote Advisor: Alert
Agilent Advantage Bronze	<ul style="list-style-type: none">• Remote Advisor: Assist

When you need to maximize uptime for mission-critical systems... Advantage Gold, along with our three Remote Advisor features, is almost like having an Agilent expert by your side. You can resolve problems remotely without delay, proactively maximize instrument contribution to your lab goals, and address potential issues before they impact lab throughput.

When optimizing lab operations matters most... you can count on Advantage Silver, together with our three Remote Advisor features, for proactive support that can help keep your system operating at peak performance. You'll also get detailed reports to help you optimize your lab's productivity.

And when you want to streamline your interaction with Agilent Support Centers... Advantage Bronze with Remote Advisor Assist makes it easier than ever to open a service request and get real-time support that can help you resolve problems quickly.



To put Remote Advisor to work for your lab...

Talk to your local Agilent Representative or Agilent Authorized Distributor

Visit www.agilent.com/chem/remotedadvisor

Call 800 227 9770 (in the U.S. or Canada)

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