Agilent Software & Informatics Proactive Support Services

A Comprehensive Support Strategy

Formulate a comprehensive support strategy, for your Agilent Software & Informatics products, through Proactive Support services.

An Agilent Proactive Support Program Manager will facilitate activities, and tasks, to achieve the following:

- Review your current software & informatics support strategy
- Identify areas of risk and develop mitigation plan
- Systems optimization

Exclusive Value for Gold-Level Software Maintenance Agreements

Proactive Support services are an exclusive entitlement of the Gold-level Software Maintenance Agreement (SMA).

Agilent Proactive Support Services at a Glance

Service	Description
Quarterly Tel-Well Meetings	Remote teleconferences established between Agilent and the customer. Review support entitlements, patch availability, upcoming software releases, general how-to questions and impact planning.
Semi-Annual Operations Review	Remote teleconference and review of customer satisfaction, enhancement requests/progress, support statistics, etc. A typical operations review will include a representative from Agilent's consulting, support and product management team.
Annual On-Site Health Check	Agilent will send a representative to the customer site to review system performance, provide feature familiarization and other General consultancy. The On-Site visit is scoped for two days and the objectives will be coordinated with the customer prior to scheduling.

For More Information

Please contact your local Agilent sales representative for more information on Agilent Proactive Support Services.

Agilent Technologies