



# Agilent Software & Informatics Support Services

## Protect Your Investments in Agilent Products & Technology

Agilent software and informatics products provide value through advanced data analysis, reporting and instrument control which contributes to the overall business success for companies of all sizes.

Agilent support services allow customers to protect their technology investments by providing:

- Fast response times for technical support inquiries & issues
- IT infrastructure optimization
- Risk management and pro-active support measures

### Fast Response

Agilent's support team conducts technical support analysis and resolution using telephone, email and remote services. Customers have access to a team of technical support experts across the world with coverage during business hours.

### IT Infrastructure Review

Businesses can spend an inordinate amount of time managing, and supporting, their heterogeneous IT infrastructure. Agilent support services assists in reducing the workload by reviewing your systems infrastructure strategy to drive increased productivity. Customers have access to the most up-to-date software upgrades, and enhancements, to ensure optimal product performance and maximum uptime.

### Risk Management

Minimize potential IT-related risks to your business by taking pro-active measures using Agilent support services. Our technical experts can augment existing IT staff by performing recurring maintenance and service checks to ensure your systems are prepared to help you meet the business challenges ahead.

### Why Choose Agilent Software & Informatics Support Services?

Choose Agilent Software & Informatics Support Services so you can focus on what you do best.

- The foremost experts in supporting, and maintaining, Agilent software & informatics products & technology
- A global team of support experts trained to address, and resolve, issues quickly and efficiently
- Flexible support options designed to fit businesses of all sizes



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## Agilent Support Services Features at a Glance

Agilent offers two levels of Support Services to fit a wide range of customer requirements.

Support Services Feature	Silver Support	Gold Support
Priority 1 Response Time Target	4 hours	4 hours
Telephone Access to Support Engineers	Business Hours Monday-Friday	Business Hours Monday-Friday
Email Access to Support Engineers	Business Hours Monday-Friday	Business Hours Monday-Friday
Number of new support instances per year	20 per year	Unlimited
Technical Support Website	✓	Customized web portal
Software Upgrades, Updates & Enhancements	✓	✓
Pro-Active Support	n/a	✓
Custom Support Plan	n/a	Option
Operational Assistance	Option	Option

### Pro-Active Support

The Pro-Active Support offering is aimed at customers who wish to reduce potential impacts to their business by ensuring systems uptime and performance. Agilent support staff will conduct regular health and wellness checks which cover:

- Review of any outstanding support issues
- Assessment of the customer's current software & informatics posture
- Schedule follow-up activities as required

In addition, Pro-Active Support offering includes an annual onsite customer visit in which Agilent support staff will assist customers in formulating a comprehensive business strategy around their software and informatics implementations.

- Review of health and wellness reports
- Review customer business requirements & plans
- Design software & informatics plan & strategy



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## **Operational Assistance**

Operational Assistance is available as a set of professional services offerings intended to augment a customer's existing operational capabilities and skill sets. Customers have the ability to pick and choose from a selection of technical, process or education-based services offerings to help them maximize their usage of Agilent software and informatics products.

Examples of Operational Assistance services include:

- Firmware & minor software upgrades
- Report & method development
- Process improvement & auditing
- General consulting

## **For More Information**

Please contact your local Agilent sales representative for more information on Agilent Software & Informatics Support Services.

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