Agilent Software and Informatics
Software Maintenance Agreement
Bronze

Cost-effective software protection

Expert support enhances your Agilent Informatics investment

Keeping your software properly maintained can be a critical factor in the ongoing health and availability of your laboratory processes. Agilent Technologies offers Bronze Support Services to customers in Asia Pacific to protect your Informatics investment.

Access to Informatics expertise and updates, patches and service releases

Bronze Support from Agilent, available only in Asia Pacific, provides important benefits at a fixed cost. Key elements of the service include:

Email and website access to the Agilent Global Informatics Team—Technical support for your Agilent Informatics software is as close as email, or through the Agilent Technical Support website. Coverage is provided in English Monday through Friday during your local business hours.

Updates, patches and service release protection—The Bronze Software Maintenance Agreement provides customers with Software Updates, Patches and Service Releases through Agilent's technical support website. Over half of your support dollars are invested by Agilent in continued product engineering, including verification and testing by Agilent of the software in new environments, such as key third-party security updates or new operating systems.

These enhancements enable your Agilent Informatics investment to evolve over time. And they keep you current, ensuring optimal product performance and availability to your business.

Agilent Technologies

Bronze Software Maintenance Agreement At-a-Glance

Features	Benefits
• Priority response on critical issues • Next business day support offered on Priority 2 and 3 issues • Email and website access to Informatics support engineers • Software updates, patches and service releases • Access to Informatics web support portal • Fixed budget for critical maintenance	• Expert software problem resolution keeping your laboratory processes up and going • Remote support controls costs and lowers price • Augments and enhances your staff's expertise, with access to Informatics experts • Updates, patches and service releases keep your environment up-to-date and maximizes the ongoing value of your software

Access to Agilent's Informatics Technical Support website—Bronze support customers are provided with access to the Agilent Informatics web portal for important support and software information and resources, including:
• Software updates, patches and service releases
• Online training modules
• Technical service notes
• Status bulletins and product specifications
• User manuals

Operational Assistance—Available for additional cost to Bronze Support customers, are a wide range of Professional Services or Installation and Upgrade Services. Examples of these optional, specialized services, intended to fully maximize your software include:
• Health checks, including an assessment of the system's health, accompanied by a correction plan
• Report and method development
• Patch application (remote or on-site)
• Onsite training

"We have a small group. We can't be experts in everything. That's the value of having a support contract to fall back on."

Manager
Global Chemical Company

The leaders in Informatics expertise

Customers like you have told us Agilent software is trusted to run vital parts of your business. We take this trust seriously, and want to partner with you to provide ongoing support for your Agilent software investment. Our intent is to take that responsibility off of frequently stretched IT and Laboratory staffs, and put it in the hands of experts trained in Agilent Informatics offerings.

For more information about Agilent Informatics Bronze Software Maintenance Agreements call your local Agilent Sales Representative today.

Agilent Technologies