

The Value of an Informatics Service Maintenance Agreement

Agilent Technologies is committed to customer satisfaction. We are dedicated to providing the right software and support to increase your productivity and advance your long-term success.

Our goal is to provide a quick response to help keep your system running smoothly.

Agilent's e-mail and telephone support helps you maximize efficiency by answering your questions quickly; while media updates help protect your software investment.

The Key to Increased Productivity

Availability

X Performance Efficiency

X Rate of Quality

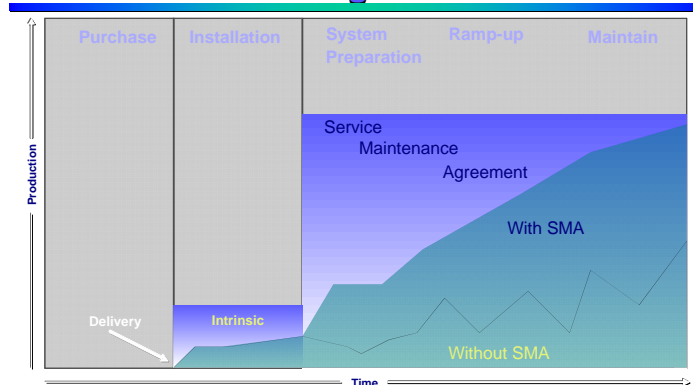
X 100

= % System Effectiveness

Get the support you need and keep your software current in one convenient service. Since Intrinsic Support only provides access to Web-based resources, the purchase of a Service Maintenance Agreement (SMA) has several advantages:

- E-mail and telephone access to our Global Informatics Support Team (GIST)
- Faster problem identification and resolution
- More effective use of software for data analysis, reporting, and instrument control to improve laboratory productivity
- Fixed annual cost for software updates, permitting predictable budget management
- Timely and convenient way to remain current with the latest software enhancements

Adding Value



- Cost-effective coverage for additional identical and multi-platform systems at a single location
- Value added throughout the product lifecycle
- Potential to increase efficiency and lower the total-cost-of-ownership
- Referral service for other type of support services, minimizing telephone calls
- Call tracking and elevated resources management
- Enhancement request consideration

For more information about obtaining an SMA, please send an e-mail to Informatics_SMA@Agilent.com with your name, telephone number, and company name. A representative will work with you to meet your support needs.

www.agilent.com/chem/nds

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