



Agilent Professional Services for the Agilent OpenLAB Software Suite

IMPLEMENT YOUR OPENLAB SOLUTION FASTER AND MORE EFFECTIVELY

The Measure of Confidence

DESIGN

IMPLEMENT

RUN AND EVOLVE



Agilent Technologies

Agilent Professional Services for the OpenLAB Software Suite

MAXIMIZE RETURN ON INVESTMENT



Agilent Professional Services Organization Can Help

As an OpenLAB customer you want to be sure that the system you choose will be implemented efficiently, remain robust, and give you the added value that you were looking for from the outset.

Our service professionals are experts in implementing OpenLAB software solutions. They combine a deep understanding of business processes and industry knowledge with the ability to integrate and implement a complete OpenLAB solution aligned with your needs. Our experts provide:

- Unsurpassed knowledge of the OpenLAB software suite
- Understanding of laboratory workflows, business constraints and IT environments
- Unequaled experience in the successful implementation of OpenLAB solutions
- Expertise in industry best practices that can be leveraged to meet your business goals

Services	DESIGN	IMPLEMENT	RUN AND EVOLVE
Site Preparation			
Installation			
Migration			
Training			
Workflow			
Consulting			

Agilent's Professional Services maximize return on investment throughout the life of your OpenLAB solution.

Agilent Professional Services Offerings

Agilent Professional Services offers an array of value-added services. Drawing on our experience, we work with you to propose a solution best adapted to your objectives and then build a project plan that addresses your context and constraints. Along the way, we identify any risks and recommend ways to mitigate them.

Implementation Services

These services ensure the installation of Agilent instruments and software can be completed quickly and successfully.

Site preparation: We work with you and your IT department to assess your IT infrastructure and network readiness for your OpenLAB solution, and then continue to work with your staff to make any necessary changes.

Project management: We partner with you to manage the necessary project resources to meet your objectives, on time and within budget.

Installation and familiarization: We install and optionally qualify the OpenLAB solution.

Startup services: Through training and consulting, we can optimize the implementation of OpenLAB add-on software such as OpenLAB Intelligent Reporter. To maximize your productivity from day one, our startup services include both training and consulting.

Consulting Services

These services help you fine tune your system and to adapt to changing scientific and business needs.

General consulting: We can augment any of our standard services with general consulting services.

Workflow consulting: We can assist you optimizing your workflows, automating SOPs and streamlining tasks such as back up and fail-over process and data migration.

Training Services

Training can be standard or tailored to your workflow needs and the specific capabilities you will be using. Onsite training brings our experts to your site, eliminating downtime due to travel of your staff, while dramatically accelerating system adoption.

Standard training: At our training centers or at your site, we offer standardized training courses for both end-users and administrators.

Custom training: We also offer customized training at your location, to assist you in building specific configurations, reports, and templates such as OpenLAB Intelligent Reporter and Electronic Lab Notebook templates to meet your needs.



IMPLEMENTATION AND STARTUP SERVICES

Site Preparation

These services ensure that the installation of your OpenLAB solution can be completed quickly and successfully. Site preparation includes evaluation and preparation of the installation site, selection of correctly-sized system components, and working with you to ensure the availability of appropriate utilities, people, and supplies. We assess your IT infrastructure, including hardware and network readiness for the OpenLAB software, and work with your staff to make necessary changes. During the one-day on-site site-preparation visit, our consultants will address topics such as:

- Instruments to be included in the solution, including firmware versions, IP addresses and physical locations, to ensure for example correct Agilent Instrument Controller AIC placement
- Existing network cabling in the laboratory that will be used for instrument connections
- Disk space requirements based on current hard disk usage
- Hardware and software specifications, and IT infrastructure and network requirements

Benefits

- Enhanced communication and coordination between IT, your IT service provider, the laboratory and the purchaser speed system implementation
- Selection of correctly-sized IT hardware for your solution optimizes system performance, and reduces the likelihood of unnecessary future hardware upgrades. Our consultants identify any IT hardware savings and recommend ways to shift resources to prevent performance bottlenecks.

- Better translation of laboratory needs into IT requirements--our consultants "speak" both languages
- Ensures your OpenLAB solution, including networked instruments, is compatible with your organization's standard IT applications. The network requirements for instruments can differ substantially from typical back-office applications.



Project Management, Installation and Familiarization

Dedicated project management ensures that larger OpenLAB installations are implemented according to a well-defined schedule. Our project managers have a wealth of experience successfully managing similar projects. Project Management Profession (PMP) certification ensures qualified Agilent personnel will be delivering the project services according to established best practices. This enhances cooperation between the teams implementing your OpenLAB solution.

Our consultants work with your IT department to identify the most cost-effective way to add clients while minimizing the impact to laboratory productivity. Next our specialists install your OpenLAB solution, including server components. Additional tasks such as system qualification can also be purchased.

Benefits

- Efficient system implementation with a single point of contact ensures IT- and laboratory-related tasks are coordinated
- Optimized implementation schedule
- Minimizes disruption and reduces the demand on your organization so you can continue to day-to-day work

Startup Services

Startup services optimize the implementation of OpenLAB add-on software such as OpenLAB Intelligent Reporter. To maximize your productivity from day one, our startup services include both training and consulting. If required, qualification services can also be included.

Because the add-ons are implemented by the team that implements the core system, implementation is rapid and impact on current system is minimized. A consultant with add-on software-specific domain knowledge performs both the project management and installation.

Benefits

- Seamless integration of add-on software into existing OpenLAB solution and its IT management strategy
- Add-on software is configured for your specific laboratory requirements, avoiding unnecessary data storage or CPU resource usage
- Ensures correct use of the add-on immediately



CONSULTING AND TRAINING SERVICES

General Consulting

Our General Consulting services address other specific needs you may have when implementing and optimizing your OpenLAB solution. For example, our consultants can help you to create a back-up strategy that fulfills laboratory data protection requirements. With the ability to understand both the language of the laboratory and IT, our consultants can define an appropriate backup strategy rapidly, cost effectively, and with minimal impact on laboratory operations.

Benefits

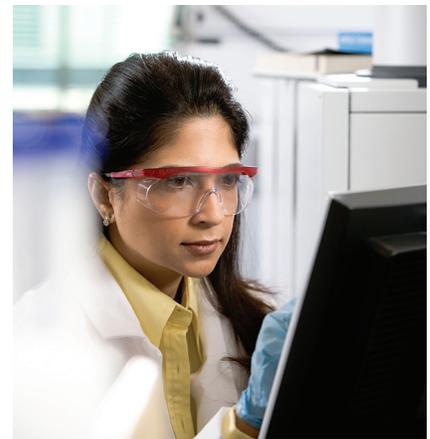
- Project work can start immediately when outside resources are brought in
- Minimizes disruption of day-to-day work
- Enhanced communication and problem-solving across laboratory and IT departments ensures smooth system implementation

Workflow Services

To help optimize your workflows, our consultants can perform an on-site review of your current processes along with your software and IT infrastructure, and then recommend how to use your system more efficiently. Processes that can be evaluated include sequence setup, result calculation and reporting, data transfer between different systems, access to shares, backup and archival routines, printer usage and more.

Benefits

- Leverages industry best-practices and experiences gained from assisting other customers to boost your return-on-investment in your OpenLAB solution
- Enhances problem-solving across your organization
- Faster system adoption and increased operator satisfaction because our consultants involve users in workflow design
- Successful implementation and better operator acceptance reduces demands for IT support. If adjustments need to be made, our consultants can often find easy solutions that can be implemented directly, without inconveniencing IT.



On-site Personalized Training

Our consultants can deliver on-site training tailored to your particular workflows and the OpenLAB system chosen. Training is typically delivered using your OpenLAB solution to maximize the value of the training.

Benefits

- Flexible training can be adapted to IT department needs and focused on specific tasks such as user authentication.
- Users are comfortable with and ready to use their particular system when its turned on because training is customized to their, rather than generic, needs
- Course lengths are customized to customer needs, avoiding needless repetition of known information

The OpenLAB Software Suite

The OpenLAB suite is a rich, integrated software portfolio built on a set of customer-driven architectural values. OpenLAB delivers superior performance, open systems integration, and investment protection that support each step in the life cycle of scientific data. OpenLAB unlocks your laboratory information so you can be more productive.

The OpenLAB commitment is to deliver more value across each step in the life cycle of scientific data—from data collection and analysis to interpretation and management. OpenLAB is designed to offer broad customer choice, making it adaptable to your laboratory environment and able to integrate with instruments and software from other manufacturers.

OpenLAB CDS Chromatography Data System

Integrating data acquisition in a single platform, OpenLAB CDS:

- Provides multi-technique, multi-vendor instrument control
- Supports ChemStation and EZChrom Elite workflows
- Enables full scalability with central data storage

OpenLAB ELN Electronic Lab Notebook

Providing scientists with an easy way capture and manage the details of their experiments, OpenLAB ELN:

- Improves collaboration and productivity throughout the lab or across a global enterprise
- Supports workflows across multiple disciplines.
- Streamlines data capture and retrieval and secures intellectual property

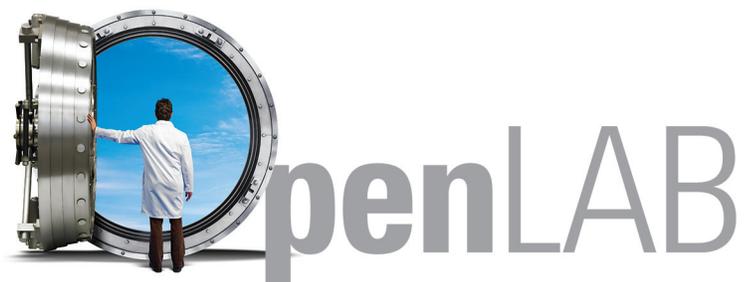
OpenLAB Data Management Solutions

A secure, central data repository for up to 15 OpenLAB CDS or ICP-MS MassHunter systems, OpenLAB Data Store:

- Provides efficient data storage and retrieval
- Supports regulatory compliance

A secure, central repository with rich content services for larger installations, OpenLAB ECM:

- Automates and optimizes business processes
- Enables searching, managing, archiving, and reporting of business-critical information.
- Manages raw data and human-readable documents of nearly all file types



To learn more about the
OpenLAB software suite visit
www.agilent.com/chem/openlab

Find an Agilent customer center in your
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www.agilent.com/chem/contactus

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© Agilent Technologies, Inc. 2013
Published in the USA, October 4, 2013
5991-3320EN