Agilent Professional Services for the Agilent OpenLAB Software Suite

SAVE TIME, REDUCE COST
MAXIMIZE RETURN ON INVESTMENT

The Measure of Confidence

DESIGN

IMPLEMENT

RUN AND EVOLVE

Agilent Technologies

Agilent Professional Services for the OpenLAB Software Suite

DESIGN, IMPLEMENT, RUN, EVOLVE

The Challenge

Today's laboratories are asked to do much more than ever – streamline workflows, increase productivity, manage assets and make the most of limited capital budgets.

The Solution: Agilent Professional Services for the OpenLAB Software Suite

Agilent Professional Services can help – with implementation, project management, training, and workflow services – that help you to maximize your return on investment in Agilent OpenLAB software.

With decades of experience assisting the world's leading life sciences and chemical analysis companies, we can quickly develop and implement. Our service professionals 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.

We know how to assess your laboratory processes relative to industry established best practices and identify areas for improvement – to produce big wins and accomplish your business goals. Just as important, we drive projects to completion quickly, with a minimum of disruption to your operation.

Benefits

- Minimizes downtime with rapid system installation and adoption

- Optimizes system performance

- Improves processes and procedures

- Reduces demand on internal resources

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.

Design

When you purchase Agilent's Professional Services, you gain access to the specialized skills and expertise needed to design and build a reliable laboratory informatics solution. We help you assess the best way to implement an OpenLAB solution to achieve the results you require.

Site Preparation Services ensure the installation of Agilent instruments and software can be completed quickly and successfully. These services include 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. When needed, **General Consulting Services** are available to augment our Site Preparation Services.

Selection of the appropriate network and server hardware for your unique solution optimizes system performance, and reduces the likelihood of unnecessary future hardware upgrades. Our consultants identify any IT hardware savings and suggest how to shift resources to prevent performance bottlenecks.

Implement

We can also develop and execute a detailed system implementation plan tailored to your needs. Beyond **Installation and Familiarization Services**, implementation services can include **Workflow and General Consulting Services** to ensure your solution is delivered within a well-defined schedule and resource requirements. Our consultants coordinate the work of the necessary parties such as IT and your staff, reducing the demand on your organization while speeding implementation of your OpenLAB solution.

Across all of the OpenLAB software products, we can provide onsite **Training Services** tailored to your workflow needs and to the specific capabilities you will be using. Onsite training brings experts to your site, eliminating downtime due to travel of your staff, while dramatically accelerating your staff's ability to use the new system. The result is faster system adoption and increased operator satisfaction.

Run and Evolve

To increase your productivity, we offer services to help you make the most of your system after it's installed. Upgrading your software environment often results in significant productivity improvements. Our **Migration Services** move existing Agilent methods and data forward so you maintain continuity and preserve your records. **Workflow and General Consulting Services** help you fine tune your system over time and to adapt to changing scientific and business needs. Training Services help your staff adjust to these changes rapidly.

Initiatives such as standardizing processes, optimizing workflows or automating SOPs can transform laboratory productivity. Leveraging experiences with other customers, our consultants excel at problem-solving across your organization. Using Agilent resources, project work can begin immediately while you continue day-to-day operations.
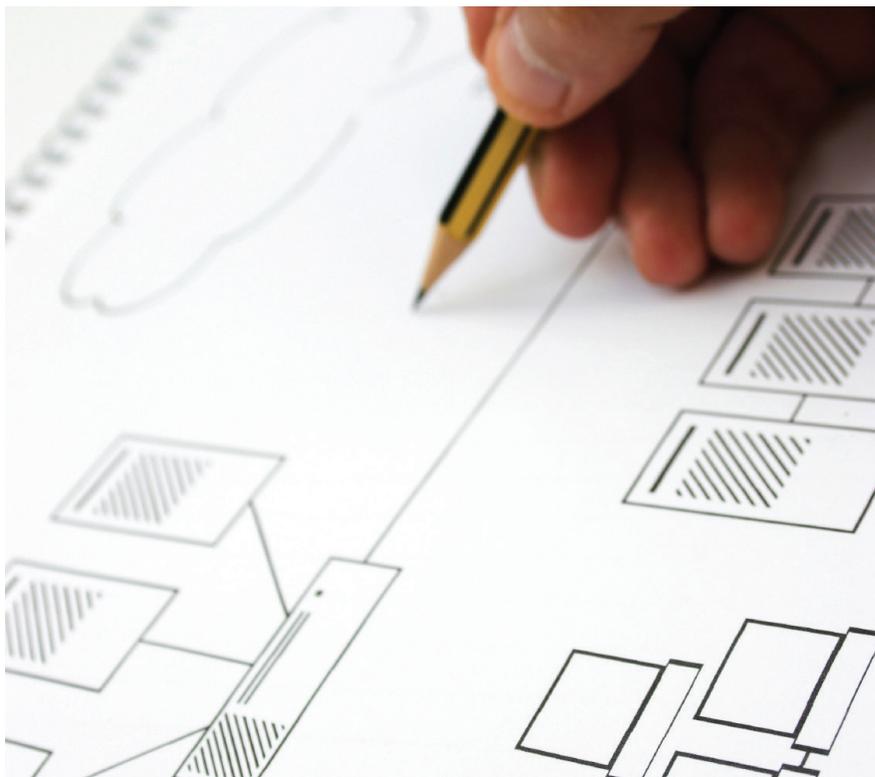
Agilent Professional Services Offerings

Site Preparation Services ensure that the installation of Agilent instruments and software systems can be completed successfully. This includes evaluation and preparation of the installation site, and working with you to ensure the appropriate utilities, people, consumables, and supplies are available.

Installation and Familiarization Services install and configure your solution.

Training Services provide onsite training for system operators and administrators. Training can be standard or tailored to your specific workflow needs.

Migration Services move existing Agilent methods and data forward for use with the latest releases of OpenLAB software.

Workflow and General Consulting Services can provide an assessment of your operations to identify areas where changes would produce the most significant operational improvements. After the assessment we develop and execute a comprehensive plan to achieve your goals.

OpenLAB Software Suite

Agilent OpenLAB is an industry-leading suite of software products designed to integrate and manage scientific information throughout its lifecycle, across the laboratory and enterprise. The suite includes the OpenLAB Chromatography Data System (CDS), OpenLAB Electronic Lab Notebook (ELN), and OpenLAB Data Store and OpenLAB ECM (Electronic Content Manager) scientific data management systems (SDMS). With the OpenLAB portfolio, you have access to an open system architecture that helps you create, capture, and share information more easily, increase productivity and security, and manage your lab more efficiently.
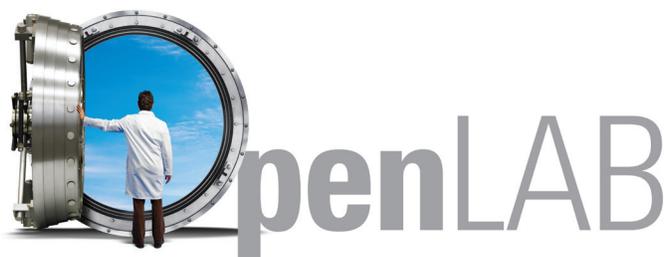
To learn more about the OpenLAB software suite visit
www.agilent.com/chem/openlab

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