

# Service and Support for Pathology

Meeting your lab's needs with reliable service and support





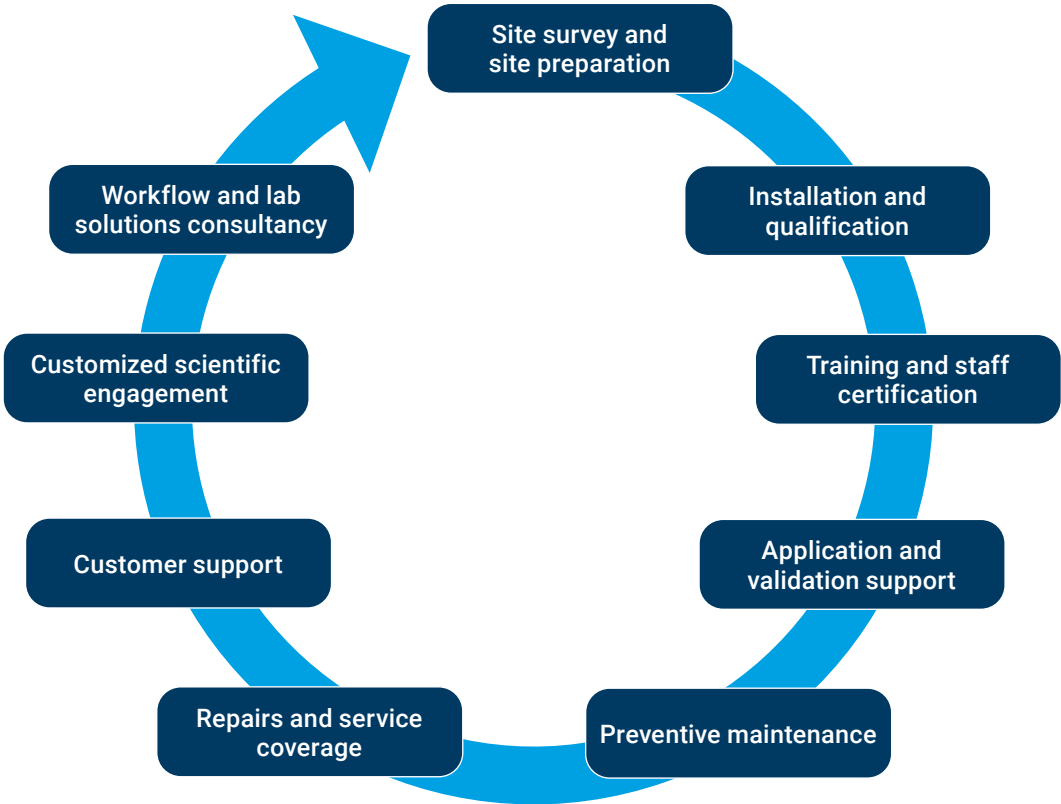
# We Help Maximize Your Lab's Performance

Pathology labs around the world are facing mounting pressures like increasing slide volumes and budget and efficiency pressure, making lab productivity more crucial than ever before.

We can help. Our services are designed around your needs to proactively improve productivity, performance, and uptime in your lab without compromising the high quality you need.

From solution deployment and service that you can count on, to product training and personalized support, we are here to partner with your lab throughout the life cycle of your Agilent solution. No matter what challenges you face, we can help you ensure that your lab is running at maximum efficiency<sup>1</sup>, so you can provide fast and accurate diagnostic answers to patients.

## Support throughout the lifetime of your staining solution



# Our Wealth of Expertise is Here for You

A network of experienced professionals  
to guide you through any problem



## What is in it for you?

- Transparent agreement
- End-to-end project management
- Installation qualification
- Operational qualification
- Performance qualification\*
- Qualification reports
- Instrument and application training
- Support with protocol and solution optimization
- Process documentation

### Add-on services:

- Customized training
- Support for integration with LIS (Laboratory Information System) or workflow systems

\* product and region dependent

## Stress-free solution deployment you can count on

Bringing a new solution into the lab can be both stressful and exciting. Our Diagnostic Installation Excellence Model takes care of every step and makes the transition quick, simple, and as seamless for your lab as possible.

End-to-end project management with clear expectations, proven and reliable processes, and frequent, relevant communication will help you focus on what you need to do to get ready for the new solution and get the lab up and running quickly.

All steps and agreed upon deadlines in the installation and deployment process will be aligned with you before the installation takes place, and all relevant process documentation will be shared with you afterwards. This includes qualification reports that provide audit-ready documentation with complete traceability to minimize any regulatory audit risk.



# Application, training, and consultancy for high-quality outcomes

With a suite of solutions from training, scientific education, and staining interpretation expertise, our local Agilent teams will help you achieve the high-quality results you need and find the answers you seek. We can help you ensure best practices and confident use of Agilent Dako solutions in your lab.

Our services cover:

## Burdened by training new or existing personnel?



- Professional education and certification, with hands-on training provided at either your facility or ours
- Online training courses and webinars, depending upon your needs
- Assistance in optimizing routines to minimize repeat testing, reduce turnaround time and hands-on time

## Struggling to introduce new or complex assays and technologies into your routine workflow?



- Let us help you implement new tests quickly and with minimal interruption
- We also offer guidance and advice to overcome application problems and address the complex clinical challenges you face

## Having trouble finding the time for optimizations?



- We support you in optimizing protocols and test panels so you can get the quality staining results you need and rely on your solution to perform optimally



### Who we are

We are a global team of dedicated and experienced Service Engineers and Customer Application Specialists who work together to deliver the high-quality service and support you need, when you need it.

### What sets us apart?

We have extensive knowledge about our products in addition to vast expertise within the field of pathology. This enables us to provide your lab with an unparalleled partnership to help you optimize your solution, your staff, and your workflow.



## Solution services for every lab

Purchasing a new diagnostic solution is a big investment for your lab, both in capital and in strategy. With a service contract, you protect your investment while ensuring you have optimal utilization and uptime on your Agilent Dako products and solutions.

Our Service Agreements are available in two different service levels to meet your laboratory's unique requirements and budget:

- Agilent CrossLab Silver Diagnostic
- Agilent CrossLab Preventive Maintenance Diagnostic only

You can upgrade to a service contract at any time during your warranty, or even extend coverage after your warranty period.

	Agilent CrossLab Silver Diagnostic	Agilent CrossLab Preventive Maintenance Diagnostic
<b>Services included in Agilent CrossLab service agreements</b>		
Access to advanced pathology technical support	●	
Remote diagnosis and support	●	
Priority on-site response time of just two business days	●	
Software, firmware and hardware updates to ensure optimal stability and new features	●	
All repair visits are covered, giving you a known cost of ownership with no unexpected expenses	●	
Preventive Maintenance (PM) to keep your solution in compliance and performing optimally	●	●

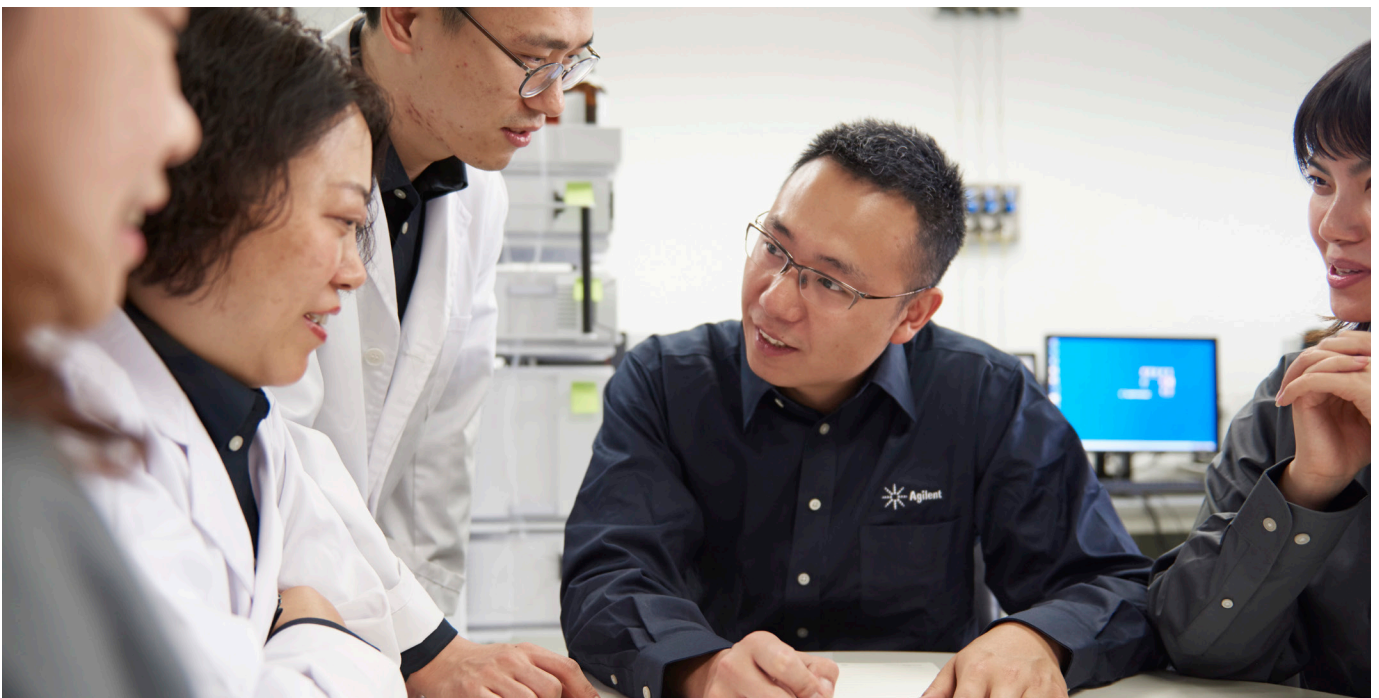
## Workflow and connectivity consultancy to help you achieve more

With our tailored workflow consultancy and expertise in optimizing laboratory workflows, we help pathology labs around the world increase their operational effectiveness. We can help you, too.

Our team of workflow specialists and lab efficiency specialists are dedicated to improving efficiency and productivity to accelerate time to patient case completion, reduce complexity and hands-on time, and deliver faster results to patients.

Through a detailed and thorough understanding of your lab's current processes and dynamics, we help identify possible areas of improvement. We observe and assess your current workflow and provide personalized and knowledgeable workflow and connectivity recommendations. We help you implement changes seamlessly, with minimal interruption. We even offer a service to assess the outcome to ensure that the defined goals have been achieved.

We can help you optimize your lab's processes, products and people and provide customized solutions for personalized benefits. We make it easy to maximize your lab's performance.





## Our local, professional support is there for you

In every single interaction with you, we strive to help you achieve your goals and perform at your best. Whether you have a quick question or need help with more challenging technical issues, our professional and experienced teams are ready to help.

Remote support is only a phone call away and gives you high-quality customer service and fast resolution to issues, with escalation to in-person support if needed.

To learn more about our offering, contact your local Agilent representative or visit Pathology Services on [www.agilent.com](http://www.agilent.com).

### References

1. 29376 D62933 Autostainer Link 48 Case Story and 29295 D54038 Case Study Dako Omnis Workflow 2019.JAN31.

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