

WHEN WAS THE LAST TIME A SERVICE PROVIDER ASKED ABOUT YOUR GOALS?

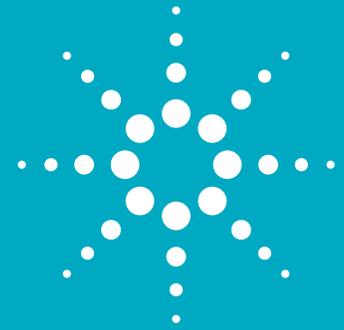
Would it help if a company partnered with you to customize a plan based on your business needs and goals? When facing the choice between service vendors, would it be helpful to discuss your different instrument availability needs? Maybe even a one-stop shop that provides calibration and repair and mixed vendor support?

Whether you are running R&D, food service or a missile plant, Agilent is easy to do business with. Agilent enhances your business process with our partnership and "seamless" integration to minimize disruption whether through onsite calibration campaigns, instrument pick-up or purchasing plans.

Have you ever missed a deadline or suffered from not having your equipment ready when you need it?

If you need to reduce downtime, would it be useful if your service provider understood your business needs well enough to craft a solution, customized to support high availability for your products, ensured instruments remained on site, and assisted in minimizing downtime and missing equipment, while reducing administrative costs?

Like a balanced financial portfolio, Agilent provides service deliverables customized to meet your needs. Grouping your test equipment into your availability requirements Agilent delivers a portfolio of resident professionals, on-site and fast turnaround time service agreements.



Agilent Advantage Services has the expertise to build a service solution that meets business needs. Regardless of what makes business tick, we understand the solution is comprised of risk reduction, high availability of instruments, compliance standards, measurement accuracy and financial responsibility. Let's build that plan together.



When you are trying to meet a specific market requirement are you confident you can meet your technical goals and costs constraints?

Does knowing costs in advance help you plan your product introduction? Would eliminating budgetary surprises, costly delays, administrative time or additional purchase orders fit your needs?

Build a service solution to support your time-to-market goals, whether they are based on financial, R&D schedules, production builds or compliance requirements. Agilent service agreements lock in prices to ensure you stay within budgetary goals.

Why do I need calibration? What are the consequences without it? Are you certain your calibration was completed to manufacturer standards?

Have you ever experienced the gut wrenching feeling that your calibration may not have been fully tested? Did you experience false passes or worse, false failures? Are you sure you are meeting compliance standards? Would you gain peace of mind if you were able to view a detailed report that provided physical proof of testing?

Inaccurate measurements can distort your processes and your end products- bad products could pass quality tests or good products could fail- thus resulting in unnecessary rework costs. Agilent's calibration provides the confidence and trust you need in measurement quality.

What does downtime actually cost your company?

How do you accurately measure downtime, employee dissatisfaction, lost development time, market share or loss of sales? It's a tough exercise and many don't want to quantify the cost. But why take the risk?

Agilent will develop a plan with you to assess your risk tolerance and customize a solution to meet those business needs. Stay focused on your business with preplanned agreements, flexible service delivery options and fixed maintenance budgets.

Are your measurements consistent between Boston and Bangalore?

If you are a global company, are you sure your products are measured by the same standards? How do you ensure that products engineered in the US and released to manufacturing in Asia have the exact same measurements? Would you feel more confident if all of your instruments were calibrated to the same exact standards, with an automated test routine, no matter where you are located, so that inconsistencies in any stage of the product lifecycle are eliminated?

Ensure your measurement results are the same no matter where you do business. Agilent uses the same automated test routine, globally, where ever your business is located.

To learn more visit
www.agilent.com/find/advantageservices

Contact an Agilent representative at
www.agilent.com/find/assist

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© Agilent Technologies, Inc. 2013
Published in USA, June 14, 2013
5991-0563EN



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