Managing Your Test Equipment's Total Cost of Ownership

What's Your Plan?

Agilent Advantage Services

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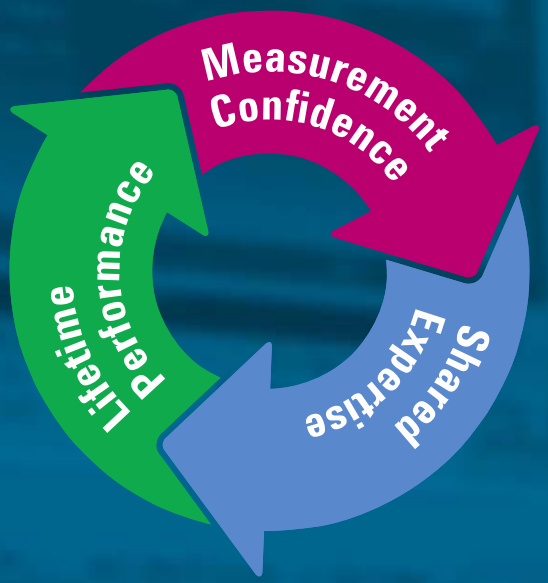
Anticipate ___Accelerate ___Achieve

Agilent Technologies



Agilent proves our commitment to your success by focusing on three core values

Measurement Confidence

Tools, processes and new technologies mean confidence in your measurement integrity and ability to pass audits

Shared Expertise

A dedicated team that shares service and technical knowledge helps you achieve the lowest TCO and greatest productivity

Lifetime Performance

Fast, professional service ensures your instrument meets original functionality and evolving standards

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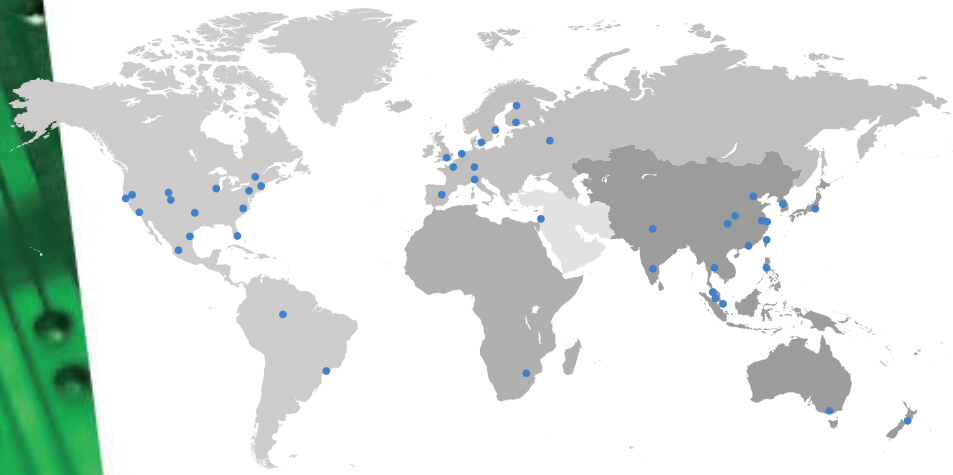
LIFETIME PERFORMANCE

Global Service Consistency



A single consistent network ensures premier service worldwide

- **Count on the same measurement results after cal or repair** from any of our 47 service locations and mobile teams
- **Return equipment to like-new performance** via automated procedures to adjust and validate all specs
- **Streamline contract management and coordinate delivery across sites** with a single plan that gives you preferred pricing and terms

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LIFETIME PERFORMANCE

Flexible Service Delivery

Custom delivery models maximize uptime and minimize spend

Service Center
Enjoy fast service and expert restoration to full functionality

Volume On-Site Calibration
Bring Agilent's proven equipment and processes to your site

System Uptime
Keep your critical systems up and running without moving them

Resident Professional
Operate equipment almost non-stop with an Agilent professional on-site

Total Cost of Ownership elements	Service Center	Volume On-Site Cal	System Uptime	Resident Professional
Technology roadmap sharing for CapEx planning				✓
CapEx optimization for procurement and utilization				✓
Maximize system availability			✓	✓
Dedicated on-site Agilent engineers		✓	✓	✓
Metrology requirements and audit compliance	✓	✓	✓	✓
Instrument tracking	✓	✓	✓	✓
Logistics management	✓	✓	✓	✓
Agilent calibration and/or repair service	✓	✓	✓	✓

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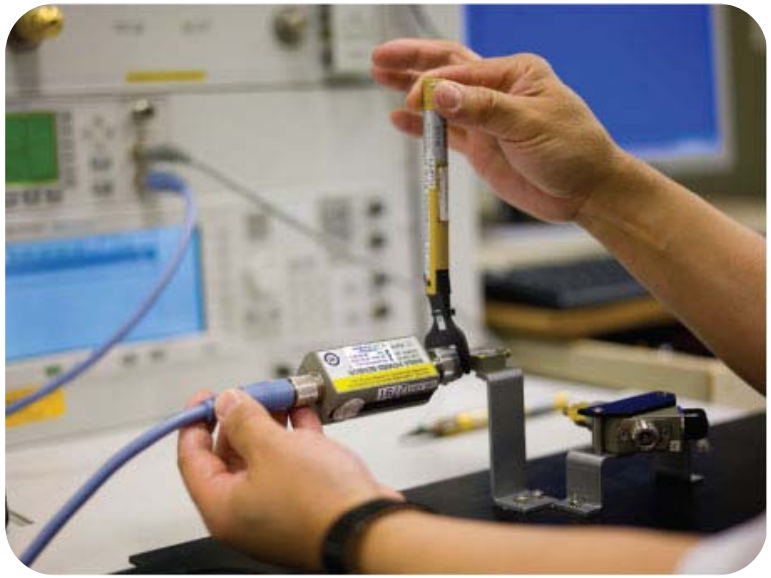
MEASUREMENT CONFIDENCE

Agilent Quality



Depend on us for measurement quality in your lab and on your factory floor

- **Be first to test new products to emerging standards** with instruments from the OEM consistently first-to-market
- **Maximize instrument productivity** with high-quality calibration
- **Restore instruments to full functionality** and original factory specs during calibration or repair
- **Resolve issues quickly**

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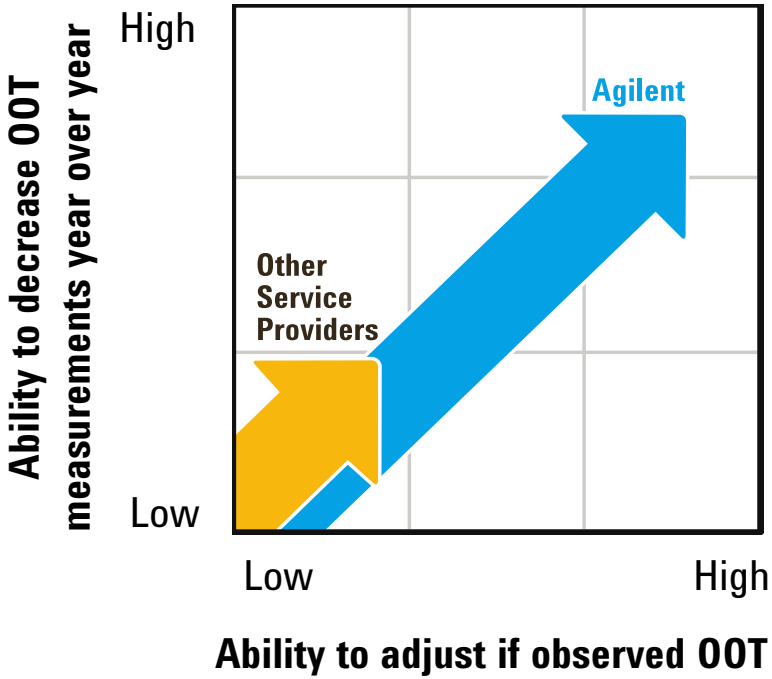
Cal Quality



Count on every measurement, because we test every spec, every time

- **Reduce risk of out-of-tolerance instruments**
- **Avoid costs for adjustments** that other service providers charge for
- **Enjoy service advantages:** measurement confidence, cal histories, low uncertainties and online data access

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SHARED EXPERTISE

Instrument & Services Management

Manage instruments and service across locations 24/7 through Infoline—FREE!

- **Prepare for audits easily** with cal certificates and test results online ready to print or download
- **Save time managing instrument inventory** with easy access to model information. service agreements and activity
- **Reduce TCO with valuable information and tools** for both Agilent and non-Agilent instruments

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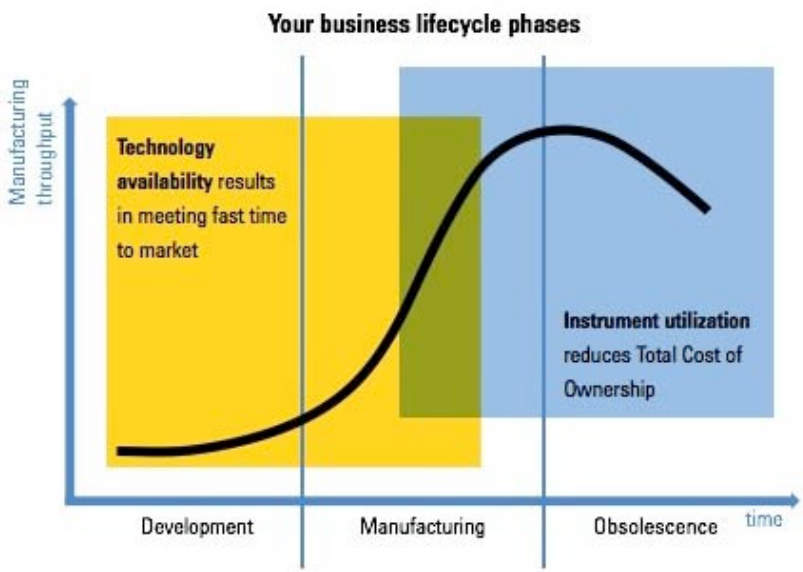
SHARED EXPERTISE

Instrument & Services Management



Achieve maximum instrument productivity at the lowest cost across the business lifecycle

- **Optimize instrument usage** to reduce capital expenditures
- **Determine the best test strategies for new product development** by viewing our future technology roadmaps
- **Drive down costs and meet manufacturing throughput and time-to-market goals** by balancing usage and technology availability

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What's Your Plan?

Improve the TCO for your instrument inventory

Stage One: Build your foundation

Create a single inventory with service requirements by location to track costs and fine-tune quality and delivery

Stage Two: Manage your inventory

Examine asset data for ways to reduce capital expenditures while ensuring equipment availability

Stage Three: Plan your future inventory

Measure usage patterns across locations and programs to meet ROI goals for product rollouts by optimizing instrument distribution and evaluating rental and lease options

Agilent Advantage Services

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Printed in USA, May 24, 2012
5991-0575EN