

Agilent inaugurates CrossLab at its Manesar facility

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The operating of CrossLab inaugurated on November 05, 2013 at Agilent's Manesar facility is expected to further strengthen the company's CrossLab Enterprise Services, a synchronized laboratory solution by Agilent Technologies, a service model for all instruments regardless of the brand. CrossLab will deliver solutions that help improve results, reduce costs, and increase the productivity across the organization.

CrossLab Laboratory is an Investment done by Agilent Technologies to further strengthen the CrossLab Services initiative started in India 3 years back for providing comprehensive Service support to analytical instrument's from various manufacturers' which is used in Pharma, Biotech, Food , Environmental industries across India. This Laboratory will help increasing the capability of Agilent Service Engineering Team with hands on training on Analytical instruments from various manufacturers and there by developing Services protocol to provide comprehensive solution to their customers.

Commenting on the inauguration of CrossLab Dr Siva Kumar Pasupathi, Country Head, Life Sciences and Chemical Analysis Unit, Agilent Technologies said "We are extremely proud of our CrossLab Laboratory which offers industry's best facilities to our customers. We understand and recognize that laboratories are often equipped with instruments from a range of vendors. Agilent CrossLab will enable simplification product selections and purchase for our customer. Apart from that, this initiative will also streamline their workday, and improve their overall productivity".

Mr Luca Geretto EMEA & India Service Sales Manager, Agilent Technologies said "With Agilent CrossLab Services customers can reach the highest level of productivity. Customer can rely on one highly qualified engineer, who understands their work flow, goals to keep all instruments performing at maximum capacity."

Dr Puran Lal Sahu, Associate Director AR &D, of a leading Pharmaceutical organization in India said "We have adopted Agilent Technologies CrossLab Since the last three years and we are extremely happy with the same. With CrossLab Services we can now focus on our job and the services of Analytical Instruments is looked after by Agilent Technologies. We are getting more options, best products and delivery through such a support."

Traditional service models are more expensive, involve multiple points of contact with different vendors, and require in-house metrology teams to remain current on all the instrumentation. Agilent CrossLab Enterprise Services delivers solutions that help improve results, reduce costs, and raise productivity. Among services offered by Agilent CrossLab to its customers include worldwide technical and product selection assistance from experts; Ordering convenience by reducing the number of suppliers; prompt delivery through an unparallel global logistic network; high- quality supplies, backed by more than 40 years of chromatography experience and compatibility of non- Agilent instruments.

Few core benefits of Agilent CrossLab

- Comprehensive Support - From start to finish, Agilent CrossLab will take full ownership of client's instrument needs.
- Maximum Instrument Uptime - Scheduled maintenance and qualifications, onsite inventory of parts, and an onsite engineer will make sure the systems stay up and running, and are serviced as quickly as possible.
- Fast Response - The onsite engineer can address service issues immediately, minimizing instrument downtime and workflow disruptions.
- Extended Instrument Life - Agilent consistently delivers high-quality maintenance and repair services using genuine Agilent CrossLab parts, Agilent Certified Aftermarket parts, and OEM parts to help ensure long-lasting performance.
- Cost Control - Agilent helps customer to avoid costly workflow disruptions by minimizing downtime, extending instrument life, and reducing your administrative burden so that lab personnel can focus on generating results.
- Increased Productivity -Agilent works collaboratively with customers to deliver lab-wide strategies, engage in life-cycle and asset management, and utilize reporting tools to optimize your lab's productivity.
- Streamlined Protocols - Reliable, whole-system service protocols and checklists ensure consistent, high-quality service.
- Insightful Reports - Using analytical tools and industry know-how, Agilent offers a suite of data-driven reports to help you monitor lab performance, plan lab asset technology migration and manage asset life cycle.

--Consistent Levels of Service - Agilent protocols, scope of work, and checklists all ensure that customer will consistently receive the same high level of service on all your instruments.

--Method Development/Validation Support - Agilent partners with customers to assist with method development and offers validation support to ensure the success of the next project.

--Education and Training - Agilent offers extensive continuing education and training opportunities. With classes and courses that are provided online, at an Agilent site, or in your lab, we have a program to meet your needs