



GUIDE TO THE SCIEX **SERVICE AND SUPPORT PORTFOLIO**

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WHY CHOOSE SCIEX?

Invest in your success!

1

Total life-cycle management

Service, sales and workflow support for MS, LC and gas generator equipment

2

Guaranteed parts availability

Complete inventory of qualified parts

3

Top-quality field service team

Ongoing training and certification, exceptional coverage through localized teams, over 500 SCIEX-employed global OEM-certified engineers

4

Remote service support

Real-time troubleshooting, remote monitoring for viewing and reporting critical statistics, digital support experience

5

Workflow support

Access to online training, market-specialized application expertise, over 100 SCIEX-employed application specialists globally

6

Sustainable ROI

Efficient and accurate implementation timelines, continuous improvements to maximize your uptime, workflow expansion, personalized upgrade path

EXCELLENCE IN CUSTOMER EXPERIENCE: A GLOBAL PERSPECTIVE



“Excellence in customer service is the important convergence of having both a deep understanding of our customer needs and effectively translating this customer insight into products and services, offering a range of options with world class support execution, SCIEX can most optimally add differentiating value to WOW our customers!”

Kevin Roberts, Vice President, Global Service, SCIEX



“To me, excellence in customer experience management means that our connection with our customers during their journey with us matters, and if customers see us as a trusted partner that is meeting their business needs, this will result in brand loyalty.”

Lory Viveiros, Senior Director, Service - Americas, SCIEX



“Sincere walking with customer for the journey of success.”

Tae-Young Kim, Director, Service North KOSEA | SCIEX - Customer Support Multifunction/General - CE Support



“One of our Danaher Core Values is: ‘Customers talk, we listen.’ We aim to take this even further by making our customers’ priorities, needs and requirements for laboratory productivity and efficiency the focus of our daily work.”

Andreas Zierentz, Director Services and Aftermarket Sales EMEAI, SCIEX



“It is about our organization’s focus starting with the customer’s culture first combined with being responsive, knowledgeable and professional in every interaction consistently as one company with the end game to make our customers successful in achieving their desired outcomes using our products and services.”

Satish Guttalapalli, Director, Global Channel & Service OEM Service Portfolio



“Our customers expect us to have a very deep understanding of their business. We take that understanding and translate it into support strategies, products and continuously improve tools that will maximize instrument uptime, manage risk, and return on investment. Getting this right, and having a team highly focused on this mission, delivers the highest possible customer value.”

Tony Bowles, Director, Service ANZ/ASEAN & JAPAC Service Ops

STATUSSCOPE REMOTE MONITORING SERVICE

The StatusScope remote monitoring service is a real-time instrument monitoring service designed to give you end-to-end visibility into the critical parameters of both your research instruments and assays. It is fully integrated into the SCIEX Now dashboard, and provides customers with a complete picture of their connected SCIEX instruments, support issues and training.

Key features

- Real-time remote monitoring of instrument status with automated alarms that indicate when attention is required
- Asset management through reporting on utilization, service history and a sample processing summary
- Powered through Amazon Web Services (AWS)
- Included under warranty and as a part of SCIEX service contracts

What this means for you

- More uptime means increased productivity for your lab
- Ability to monitor instruments from anywhere
- Enables strategic capital investment decisions
- A secure IoT and cloud platform for LC-MS ensures data privacy and safety
- End-to-end visibility into critical parameters of your instruments accessed through a single portal

Need more info?

- [Product page >](#)
- [White paper >](#)

Did you know?

With the StatusScope remote monitoring service, up to 50% of instrument issues can be resolved remotely, eliminating the need for a service engineer to arrive on-site to diagnose and repair a problem.



AUGMENTED REALITY: VISUAL ASSIST

The Visual Assist tool, which is integrated into the SCIEX Now dashboard, leverages augmented reality to allow remote assistance and troubleshooting at your site through your mobile device.



Key features

- Allows Technical Assistance Center (TAC) agents to view your site through your mobile device and better diagnose your issue to improve on-site resolution
- Zoom in and out, add annotations, capture photos and videos and share diagrams
- The app facilitates a connection only when you receive an invitation
- The secure connection is controlled by the customer and no personal information is captured
- The device's camera is enabled only when a secure connection is established

Save time and money

- Remote visualization allows TAC agents to see what's happening at your site, which reduces the number of questions required for diagnosis
- The ability to visualize your instrument may help improve the time it takes to fix the instrument remotely
- We are better able to diagnose your issue and have a shorter first visit to repair the instrument by visually seeing your instrument

Did you know?

Every day, more of our customers are using the Visual Assist tool as a way to deal with the challenges of in-person visits due to the global pandemic.

SUPPORT: SCIEX NOW

SCIEX Now is a digital ecosystem that helps researchers get the most from their SCIEX solutions with personalized support and online management tools in a customizable dashboard view. It allows users to register and manage instruments, submit and manage support cases, track status and history, access online training courses and knowledge base articles, manage software licenses linked to registered instruments, view and report critical instrument statistics when connected to the StatusScope remote monitoring service and receive relevant notifications from SCIEX.

Key features

- Manage the entire instrument life cycle through a single platform, including case history, training courses and software licenses for registered instruments
- View and report critical instrument statistics when connected to the StatusScope remote monitoring service
- Access full application and workflow details in SCIEX How, our database for technical and application notes

Create an account now

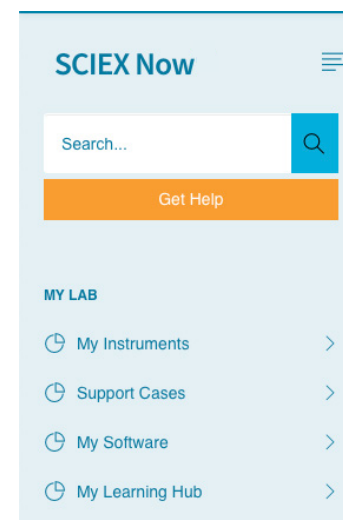
- [SCIEX Now page](#) >

Did you know?

SCIEX Now is accessible and free for all users.

The details you need to know

- Get personalized online support for using SCIEX solutions with comprehensive access to management tools, knowledge and training and application support, along with multiple ways to connect with SCIEX experts
- SCIEX engineers, technical specialists, training experts and application support chemists are available to help researchers better manage their lab projects with confidence
- Provides virtual assistance for users for every application of their instruments, helping them to get the most out of their lab resources and assets
- SCIEX Now functionality and workflow information help users maximize productivity, increase uptime and accelerate the quality of results



TRAINING: SCIEX NOW LEARNING HUB

THE ALL-IN-ONE LEARNING EXPERIENCE

The SCIEX Now Learning Hub enables you to onboard and train new SCIEX users and support the continuing education of existing SCIEX users.

Key features

- Free 24/7 online access to over 100 courses with new releases each month
- Premium access to 30 courses with a software/service or warranty contract
- Guided eLearning paths available for P.A.C.E credits
- More than 80 instructor-led courses available globally, either in person or virtually
- 1-day personalized application support at the customer site, at a SCIEX training location or via a live virtual session

Key benefits

- Maximize your training retention with a personalized blend of online, in-person and virtual live experiences at a pace that works for you
- Unlimited access to over 300 courses once you enroll
- A single location for everything, including transcripts and certificates

Resources

- [Course catalog >](#)
- [Learning Hub >](#)

Did you know?

More than 83% of customers would recommend SCIEX training to a friend or a colleague, and 70% of our users say SCIEX training is better than the competition.



TRAINING: SCIEX NOW LEARNING MANAGER

The SCIEX Now Learning Manager is an online learning management system that provides lab managers/directors with a 360-degree view of all lab employee training.

Key features

- Quickly view and manage training status for your staff in your dashboard
- Enroll users in recommended courses through the Learning Hub, and download certificates and full transcripts
- View all progress reports in an exportable format
- Annual subscription with continuous updates and new features, all supported through SCIEX Now

Empower your team

- Spend less time and resources on tracking the training progress of your team
- Provide timely, consistent and up-to-date training content to support staff competency
- Use the portal to onboard new employees, continue staff development and support the annual review process
- Combine the package with your other SCIEX contracts for an easy annual subscription

Learn more

- [Learning Manager >](#)

Did you know?

The Learning Manager is accessible through your SCIEX Now dashboard.



CONTRACTS: BENEFITS OF A SERVICE PLAN

A service plan enables you to achieve peak instrument performance and optimal data quality for a fixed annual fee.

Key features

- Effective remote support via SCIEX Now Visual Assist
- Fast on-site response time
- StatusScope remote monitoring service
- Planned maintenance visit(s)
- Full or partial repair coverage
- Software upgrade entitlement

Did you know?

In 2020, SCIEX delivered contract service and support to over 30,000 instruments (LC, MS and CE) worldwide.

Value of contracts

- Maximized system availability
- Predictive data through service history and online monitoring (if the StatusScope remote monitoring service is connected) enables maintenance to be scheduled during down periods in the workflow
- Planned maintenance to keep your system in an optimal state and reduce the risk of unplanned downtime
- Rapid response for issue resolution through the effective combination of virtual support using state-of-the-art augmented reality technology and physical support on-site
- Effective budget management with a fixed annual fee (no unwanted surprises)
- Increased workflow productivity and data integrity through the latest software upgrades and features, and access to your software specialist team for workflow optimization

Resources

- [Hardware and workflow support plans >](#)
- [Software support plans >](#)
- [Clinical support plans >](#)

LC-MS service and support plans

Feature	Assurance plan	Maintenance plan	Remote plan	Software Plus plan	Software Legacy plan
Workflow phone and online support using augmented reality technologies (during normal business hours)	✓	✓	✓		
Guaranteed on-site response time for repairs	2 business days	3 business days	Prioritized		
Planned maintenance	✓	✓			
OEM parts used for repairs	Full coverage	10% discount	10% discount		
Labor and travel for repairs	Full coverage	10% discount			
StatusScope remote monitoring service	✓	✓	✓		
Software phone and online support				Prioritized for starter pack only	Prioritized for starter pack only
Software upgrades				Starter pack only	
Software updates				Starter pack only	✓
Discounted fixed-price services	✓			Validation service only	Validation service only
SCIEX Now Learning Hub and knowledge base content online	Premium content	Basic access	Basic access	Premium content	Premium content
Discounted rates on selected software licences and related software services				✓	✓

Capillary electrophoresis service and support plans

Feature	Complete service	Total service	Prevention plus service	CE Connect Service
Specialized trained and certified service engineers nationwide for fast, reliable support	✓	✓	✓	✓
Specialized technical hardware support team for challenging escalations	✓	✓	✓	✓
All parts sourced from original equipment manufacturers (OEMs)	✓	✓	✓	✓
Unlimited technical phone and email support from trained specialists	✓	✓	✓	✓
Discounted service replacement parts	100%	100%	20%	10%
Scheduled preventative maintenance (PM) calls	✓	✓	✓	
Remote applications troubleshooting via phone, email or web	✓	✓	✓	
Priority service scheduling	✓	✓	✓	
Discounted emergency services, including on-site labor, travel time or expenses	100%	100%	20%	
Engineering modifications included and installed during PM visits	✓	✓		
Operational qualification (OQ) protocols for regulatory compliance	✓			
OQ certifications with PM visits	✓			✓
Calibration equipment documentation traceable to NIST standards	✓			
System performance audit trails with comprehensive documentation for proof of compliance	✓			✓

During normal business hours.

Consumables are not included in service contract coverage

FIXED-PRICE SERVICES

Our fixed-price maintenance services are designed according to OEM specifications to maximize LC-MS system uptime and maintain peak performance.

Key features

- Products include labor, travel and chemical standards
- Delivered on a fixed-price basis by a SCIEX-certified field service engineer, which provides better financial visibility into your budgeting process

Enable workflow efficiency

- Optimize your mass spectrometer with regular replacement of consumable parts and troubleshoot internal contamination to avoid downtime
- Maximize your system parameters to help ensure optimal and consistent performance over time
- Set your limited-service budget on a fixed rate to avoid any unexpected overheads

Available fixed-price services

Fixed-price service	Description
Fixed-price planned maintenance	System review, cleaning and testing for optimal performance
Fixed-price rail clean	Quadrupole rail cleaning to troubleshoot ion optic contamination
Fixed-price clean	Instrument front-end cleaning, enhancing overall performance
Fixed-price optimization	Full instrument parameter optimization to improve system performance

Did you know?

You can save with additional discounts by bundling products together with fixed-price services.

FIXED-PRICE SERVICES: ESSENTIAL KITS

Essential kits contain recommended primary LC-MS service consumable parts for routine maintenance of SCIEX-supported instrumentation.

Key features

- Recommended for on-site stock to enable immediate troubleshooting and avoid system downtime caused by a shortage of consumables
- Available for all SCIEX MS, Shimadzu LC (20/30/Nexera), ExionLC 2.0 and 2.0+ and Agilent (1260/1290 Infinity II) systems
- Competitively priced with bundled discounts

How this helps you

- Helps you replenish your stock of readily available parts to reduce downtime whenever a replacement is needed
- Conveniently source all quality parts via a single vendor to meet OEM specifications and support your LC-MS/MS operations
- Benefit from a bundled price on key references to perform routine maintenance and reduce cost of ownership

Types of essential kits

Part description	Content
Essential MS Kit	2x electrodes + fittings + tubing
MS Maintenance Essentials Kit	Supplement with PPG (low-high)
Essential MS Electrode Turbo Kit	5x electrodes + fittings
Turbo Probe Essential Kit	1x turbo probe
MS Nebulizer Probe Essentials Kit	1x nebulizer probe
Essential MS Ceramic Heater Kit	Supplement the Essential MS Kit with the addition of a heater kit (ceramic, metal or ion drive)
Essential MS Metal Heater Kit	
Essential MS Ion Drive Heater Kit	

Did you know?

It can take several days to receive an urgent consumable part. Reduce any administrative delays by ordering essential kits, which contain all the necessary components for your workflow.

FIXED-PRICE SERVICES: UPGRADES

Upgrades unlock new potential for your SCIEX LC-MS system.

Key features

- The workstation upgrade from SCIEX, which is the only SCIEX-tested solution for a seamless upgrade of your SCIEX workstation, helps ensure optimal software and hardware compatibility and minimizes workflow interruptions
- Upgrading your computer to a solid-state drive can increase the productivity of your lab
- Upgrading your SCIEX LC-MS system to a QTRAP system unlocks new functionalities

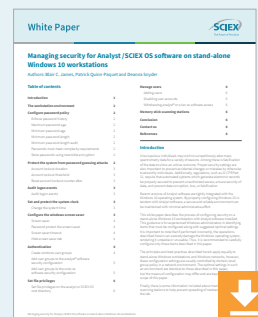
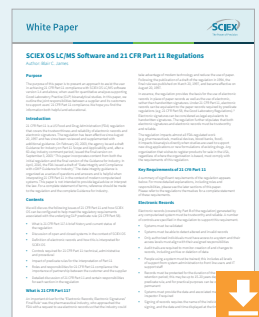
Key benefits

- An upgraded SCIEX workstation can boost the productivity of your lab with a faster computer, with more memory, that can run demanding applications and acquire and process data in a secure environment
- A solid-state drive helps keep your computer from slowing your science
- A QTRAP system includes new scan modes and enables you to do more, quicker and smarter

Did you know?

Close to 600 SCIEX workstations were upgraded in 2020. What about yours?

Resources



CE CONSUMABLES AND KITS

Capillary electrophoresis (CE) reagents and consumables designed and qualified by SCIEX are our customers' first choice for their assays because of our product quality and our unrivaled support. Customers need ready-made reagents to speed up development time and alleviate complexities and variabilities in reagent preparation. SCIEX CE consumables offer labs a validated, qualified, time-saving solution.

Key features

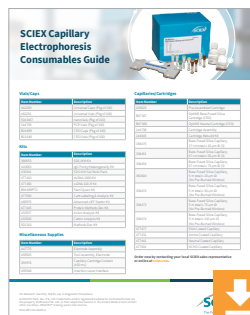
- CE kits help meet the challenges of today with the flexibility for tomorrow
- Diverse kit options work in multiple facets of method development for pharmaceutical drug development
- Prebuilt options enable a simple startup for new and existing customers

Key benefits

- Drive to your end result faster by reducing method development time
- Help eliminate variability in reagent prep
- Easier transferability from analytical development to quality control

Product ordering information

To order more supplies or reagents, please visit www.store.sciex.com or contact your local SCIEX representative.



Did you know?

Our CE kits and CE instruments are used in pharmaceutical quality control to help release global pharmaceutical products around the world.

CONSULTING SERVICES: COMPLIANCE PRODUCTS

SCIEX compliance products provide customers with a complete solution—including LC, MS and LC-MS systems and software—that can minimize regulatory risk at a fixed, predictable cost, and can reduce the need for in-house expertise in the complicated world of regulatory compliance. Each product deliverable is completed using standard good document practices, is audit ready, removes the worry about regulatory compliance and incrementally increases customer confidence in their data quality.

Key features

Hardware qualification products

- Installation Qualification (IQ) and Operational Qualification (OQ) for MS and LC (MS IQ/OQ and LC IQ/OQ)
- Performance Qualification (PQ) for LC-MS (LC-MS PQ)
- A comprehensive report with clear performance vs. acceptance criteria that is audit ready
- The training certificate of the field service engineer who performs the qualification
- Traceability of the standards used during the qualification
- Certification of all the measurement tools used during the qualification

Software validation products

- Security and audit trail configuration
- Testing and confirmation of configurable settings
- 3 tiers of service (essential, standard and advanced) to fit every need

Did you know?

SCIEX has delivered more than 10,000 qualifications and over 1,000 validations without any regulatory findings.

Key benefits

- SCIEX works with the customer to manage the qualification and validation process and simplify the customer experience
- SCIEX provides the knowledge and expertise to quickly get your instrument ready for regulated laboratory work
- Trained and certified SCIEX representative execute the services to help minimize compliance risk and provide peace of mind



Comparison of our service levels

Computerized systems validation	Essential	Standard	Advanced
Proven, predefined configuration and testing of security and audit settings	•	•	•
Data integrity configuration and testing	•	•	•
Performed by an experienced SCIEX specialist	•	•	•
GxP readiness self-assessment		•	•
GAMP 5 risk-based approach		•	•
V-model documentation		•	•
21 CFR Part 11 assessment		•	•
Multiple lab systems		•	•
Networked user base and/or acquisition		•	•
Network acquisition configuration and testing		•	•
Watson LIMS users		•	•
Testing of bespoke user requirements			•
Modification of standard roles and privileges			•



SCIEX OS software

- Software package contains instrument control, data acquisition, data processing and reporting functionality, all in the same place
- Whether you operate a single SCIEX instrument or a fleet of them, with SCIEX OS software you benefit from an integrated experience across them all—from QTOF to triple quadrupole to QTRAP systems
- SCIEX OS software has evolved into a comprehensive software suite that reflects the versatility and flexibility you require, with a modular concept that is customizable to your workflow
- Acquisition, processing and management in a single software solution

[Learn more >](#)



OneOmics suite

- Cloud-based processing software for multi-omics data sets
- Extract and visualize data generated from proteomics, metabolomics and genomics projects on a single platform, turn them into biological insights quickly and share those results widely and easily with your collaborators
- Supports life science researchers who are performing larger-scale biological studies with SWATH acquisition and need a unified processing pipeline with greater speed and scale
- Enables researchers to process and share proteomics and metabolomics data with widely accessible, easy-to-use applications that allow deeper exploration of biological context

[Learn more >](#)



Molecule Profiler software

- Delivers highly accurate and flexible workflows for determining impurities and biotransformations for a wide variety of therapeutic molecules
- Incorporates UV, MS and MS/MS information to provide clear and unambiguous results that give you complete confidence
- Easily build processing queues with the ability to choose multiple processing methods and controls, and complete each result analysis in just a few minutes

[Learn more >](#)

Did you know?

You can download and try any of our software products for free to test in your workflow.



The SCIEX clinical diagnostic portfolio is For In Vitro Diagnostic Use. Rx Only. Product(s) not available in all countries. For information on availability, please contact your local sales representative or refer to www.sciex.com/diagnostics. All other products are For Research Use Only. Not for use in Diagnostic Procedures.

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The Power of Precision