



ThermoFisher
SCIENTIFIC

Services and support

Keep working wonders. We've got your back.

Count on leading services and instrument expertise
to support your life-changing work

Accelerate scientific advancement with a direct line to superior services and support

You are gaining ground and making advancements with every step. It's a lot of pressure, but you have the knowledge. We believe in you, and we've got your back. And it's why we support you with service plans, training, and OEM expertise we've spent over 40 years curating. By maximizing instrument uptime, you can keep your focus where it needs to be: pursuing work that improves the world.

Contents

Instrument service plans	5
On-site service plans	6
Off-site service plans	8
Digital services and support ecosystem	9
Customer concierge services	10

Qualification services	12
------------------------	----

Consulting services	14
Analytical validation (AV)	16
Computer system validation (CSV)	18
Bioinformatics	20

Education services	22
--------------------	----

Useful links and tools	24
------------------------	----



Experience next-level services and support

Explore our suite of best-in-class services to support your important work



Instrument service plans

Keep your instruments up and running. We've got your back.

- ➔ Get your instrument up and running up to 2x faster with our on-site service plans
- ➔ Digital tools help resolve instrument issues in minutes, not days, in 70% of cases
- ➔ More than 40 years of instrument expertise, with more than 2,000 trained service professionals



Qualification services

Keep your instruments compliant. We've got your back.

- ➔ 100% audit success rate
- ➔ One-day qualification for most of our instruments
- ➔ Complete documentation of instrument compliance to assist in meeting regulatory requirements and industry standards



Consulting services

Keep launching new molecular tests. We've got your back.

- ➔ Complete your analytical validations up to 75% faster at half the cost of doing them in-house
- ➔ More than 400 validations completed to date
- ➔ Helping you comply with complex and ever-changing global compliance requirements



Educational services

Keep learning. We've got your back.

- ➔ More than 200 courses
- ➔ A world leader with 12 global training centers
- ➔ Flexible learning environments tailored to your team and your workflows



**Keep your instruments
up and running.
We've got your back.**

Maximize your instrument uptime with on-site service plans, digital tools, and more

Instrument service plans

Flexible service plans help reduce downtime

There's no time for downtime in your lab. Built on more than 40 years of service expertise, our service solutions for Applied Biosystems™, Invitrogen™, and Ion Torrent™ instruments and applications help keep your lab up and running. More than 2,000 trained professionals make up the industry's largest network, ready to assist you when you need it. And smart features such as remote instrument services help keep you productive and focused on making the next discovery. Customers worldwide count on us to deliver outstanding service and support. You can too.

Build your personalized service quote at [thermofisher.com/serviceselector](https://www.thermofisher.com/serviceselector)

Service plans help protect your investment

All new instruments are protected by a standard factory warranty. This warranty covers all costs for travel, labor, and parts for repairs. Extended coverage service plans are also available at the time of instrument purchase.

Services at an additional charge include:

- Service plans with guaranteed response times*
- Priority technical support—priority phone access to our trained and certified technical and instrument support specialists
- Proactive instrument care—scheduled planned maintenance is included in all on-site service plans, and is prioritized for service customers

Get more information at

[thermofisher.com/instrumentservices](https://www.thermofisher.com/instrumentservices)

* Guaranteed response times are dependent on type of service plan and geographic region. Terms and conditions apply. For complete details, go to [thermofisher.com/instrumentservices](https://www.thermofisher.com/instrumentservices)



70%
Remote issue resolution with our digital tools



40 years
of expertise



The services and support advantage



Services and support excellence

- Digital tools help resolve instrument issues remotely in 70% of cases
- **Proactive planned maintenance** to help increase instrument uptime



OEM** technical expertise

- Our service and support teams hold the most advanced degrees compared to other suppliers, and they receive regular recertification
- Direct access to **over 2,000 highly experienced and OEM-certified service professionals**, ready to assist when you need it



Proven track record

- As original manufacturers with more than **40 years of instrument expertise**, we know our products and workflows better than anyone



Global reach

- Delivering consistent service across the globe in **115 countries**
- Committed to providing the fastest response possible, helping to increase lab productivity and uptime

** OEM refers to original equipment manufacturer.

On-site service plans

We come to you

AB Platinum Plan

For clinical customers purchasing select instruments*

The AB Platinum service plan is our top tier total solution designed not only to optimize instrument performance and uptime, but also to provide a seamless experience and prompt resolutions. This plan is ideal for clinical and *in vitro* diagnostic (IVD) laboratories that want the highest level of service and support for timely delivery of results.

Qualification services—Documenting that your instruments are performing within manufacturing specifications is a vital step for your laboratory. The AB Platinum instrument service plan provides qualification services after planned maintenance visits and following any major repairs.

Priority technical support—Every minute counts when an issue threatens your productivity. The AB Platinum instrument service plan gives you 24/7 priority phone and email access to remote technical service and support specialists—365 days a year—to triage, troubleshoot, and resolve issues, including those related to digital and remote diagnostic capabilities for connected instruments.**

Rapid-response on-site support—Getting on-site support shouldn't require long waits that leave your work idle. Our field service engineers will be at your location within the next-business day of your request.†

98% uptime guarantee‡—Get the total support that a clinical lab demands. The AB Platinum instrument service plan's enhanced features maximize your uptime to keep you focused on the fight.

Comprehensive repair coverage—Repairs don't have to result in extended delays. Our unlimited comprehensive repair coverage allows you to keep your work moving.

Planned maintenance—Proactive instrument maintenance is a consistent way to help keep your system working. Planned maintenance is included per requirements.

Digital remote support—Support technologies should be as innovative as the systems they serve. The AB Platinum instrument service plan includes pioneering on-demand tools and capabilities such as remote support using augmented-reality technology, instrument-driven support, and on-demand instrument training.

Training—An additional 2-hour remote field application scientist (FAS) consultation is included.

AB Assurance Plan

Preferred coverage for peace of mind

Our most popular instrument service plan, the AB Assurance service plan helps take the guesswork out of ensuring instrument uptime, from issue prevention to quick resolution. All parts, labor, and travel costs are included for standard repairs, and the annual planned maintenance makes it easy to keep up with instrument care. Get performance-threatening issues resolved twice as fast so you can stay focused on your important work.

 **Up to 2x faster response times and issue resolution**—instruments covered by the AB Assurance service plan are prioritized in the repair queue

 **Standard repair costs included**—pay no additional costs for parts, labor, and travel associated with standard repairs

 **Annual planned maintenance**—covers scheduled on-site service visit to keep your instrument running as intended

AB Maintenance Plus Plan

Choice coverage for essential instruments

AB Maintenance Plus is a service plan designed to maximize instrument performance on a limited budget. It is ideal for laboratories that have no critical availability needs and for those with the internal resources and expertise to maintain instrumentation on an ongoing basis. Reduce the need for on-site visits and save 10% on parts, labor, and travel when repairs are needed.

 **Remote support tools**—help resolve issues to avoid unnecessary downtime and reduce the need for on-site visits by 70%

 **Annual planned maintenance**—covers scheduled on-site service visit to keep your instrument running as intended

 **10% discount**—reduces costs for parts, labor, and travel

* The AB Platinum service plan is available in select countries for specific instruments and workflows. For complete list of available instruments, go to thermofisher.com/abplatinum. Application support is offered for customers using our EUA, IVD, or CE-IVD approved workflows; limited application support is offered for non-regulated RUO or LDT workflows.

** Priority technical support is available in the English language only.

† Rapid-response on-site support within the next business day is subject to regional availability.

‡ Terms and conditions apply. For complete details, go to thermofisher.com/uptime.

On-site service plans compared

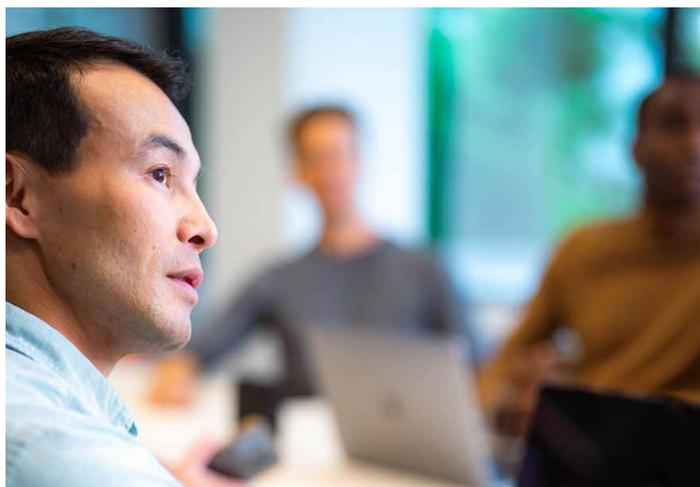
What's included	AB Maintenance Plus	AB Assurance	AB Platinum*
Response time	3 business days**	2 business days†	Next business day†
Planned maintenance	✓	✓	✓
Parts, labor, and travel	10% discount	✓	✓
Digital remote support	✓	✓	✓
Qualification service	Available as an add-on	Available as an add-on	✓
FAS consultation	Available as an add-on	Available as an add-on	✓
Access to technical support (Mon.–Fri., standard business hours)	✓	✓	24/7/365
98% uptime guarantee‡			✓

* The AB Platinum service plan is available in select countries for specific instruments and workflows. For complete list of available instruments, go to thermofisher.com/abplatinum. Application support offered for customers using our EUA, IVD, or CE-IVD approved workflows; limited application support for non-regulated RUO or LDT workflows.

** After receipt of purchase order.

† Availability limited in some geographic areas.

‡ Terms and conditions apply. For complete details, go to thermofisher.com/uptime.



Planned maintenance

Planned maintenance is critical to the life and utility of your instrument. Lingering problems decrease instrument performance and can lead to unnecessary and unplanned service costs. Our select service plans include planned maintenance (PM), where we proactively schedule service calls and routine inspection. To help keep your instruments performing in peak condition and available when you need them, we recommend a scheduled PM visit at least once per year. Annual PM visits for routine inspection and instrument care help avoid unnecessary downtime, reduce strain on your laboratory staff, and extend the life of your instrument. Choose a plan that best fits your lab's requirements.

Get more information at thermofisher.com/maintenance

SmartStart Orientation enables your success

With SmartStart Orientation, you can help your team become proficient fast using the new software features and instrumentation. Led by professional trainers, the orientation provides interactive education that includes application-specific lectures, instrument and software setup, and basic data analysis.



Off-site service plans

Send the instrument to us

Planned maintenance, temperature verification, qualification, and a loaner instrument service can be added to any off-site service plan.

Build a personalized service plan quote at [thermofisher.com/serviceselector](https://www.thermofisher.com/serviceselector)

AB Repair Center

Fast, regulatory-compliant repairs

Under the AB Repair Center service plan, your instrument repair will undergo rigorous testing and tracking that meet regulatory requirements. Within 10 business days, you'll get the same instrument returned to you with all the necessary documentation.

Upgrade to the AB Repair Center Plus service plan and you will also receive a loaner instrument to help maintain productivity while you wait.



10-day turnaround—get your repaired instrument back within 7 to 10 business days*



Rigorous testing and tracking—help fulfill regulatory requirements with all the proper documentation



Loaner instrument—shipped within one business day to minimize your downtime (available with AB Repair Center Plus service plan)

* Availability limited in some geographic areas.

Rapid Exchange

Fast, easy instrument replacement

Dealing with instrument repairs can threaten your lab's productivity. With the Rapid Exchange service plan, you get a factory-certified replacement instrument shipped to you within one business day. It's simple: we'll send you a box, and you send it back. There's no additional cost to you and you'll be back up and running quickly.

Note: This service plan includes the exchange of instruments. For those who need the same instrument returned, please visit [thermofisher.com/abrepaircenter](https://www.thermofisher.com/abrepaircenter) to learn more about our solutions for regulated environments.



Easy exchange—simply return your instrument in the box we provide



Fast fulfillment—your factory-certified replacement instrument ships within one business day



No hidden fees—shipping is included

Off-site service plans compared

What's included	AB Repair Center Plus	Rapid Exchange
Response time	Loaner instrument shipped in 1 business day**	Replacement shipped in 1 business day†
Shipping, parts, and labor	✓	✓
Digital remote support	✓	✓
Planned maintenance	Available as an add-on	Available as an add-on
Qualification service	Available as an add-on	Available as an add-on
Access to technical support (Mon.–Fri., standard business hours)	✓	✓

** Your instrument repaired and returned in ~3 weeks. Service plan without loaner instrument also available.

† Availability limited in some geographic areas.

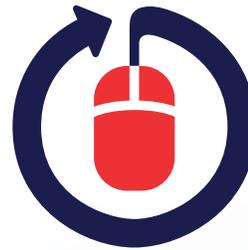
Our advanced digital services and support ecosystem

On-demand support at your fingertips

Keep your instruments and your lab running smoothly with pioneering on-demand tools and capabilities. This includes Smart Help and Remote Support using augmented-reality technology and instrument-driven support. We're constantly looking ahead so your lab never falls behind.

- Access our network of over 2,000 trained professionals at the touch of a button with Smart Help
- Get fast results—remote resolution solves up to 70% of cases in minutes, not days
- Diagnose issues digitally with a technician for more effective service visits, if necessary
- Connect a service engineer to your lab with Remote Support via secure, real-time audio/video collaboration tools

Learn more about the benefits and features of our digital services and support ecosystem at thermofisher.com/digitalserviceecosystem



Up to
70% remote resolution

using Smart Help
and Remote Support
features



Real-time interaction
with Remote Support

Customer concierge services

A standard of support that's a cut above

Welcome to a new level of service. Count on our dedicated customer concierge services for an exceptional and seamless experience implementing your new instrument. From order placement through installation and training, we aim to streamline and simplify the process as your main point of contact to help ensure your laboratory is set up for success.*

We're here for you every step of the way

Make the most of your investment with the help of customer concierge services. We'll provide guidance and support to help ensure a successful product implementation.



Site readiness

Helping you prepare your laboratory space for a successful installation, providing critical documentation and checklists



Delivery

Tracking shipment and ensuring all items arrive



Installation & Connectivity Support

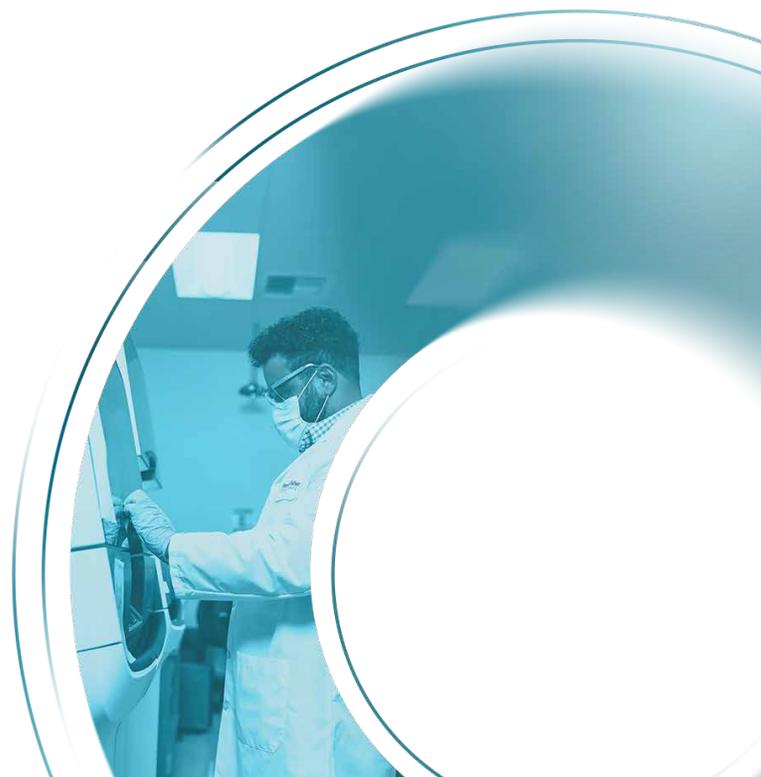
Connecting you with a highly skilled field service engineer (FSE) to coordinate instrument installation as well as providing IT to IT consultation



Training

Scheduling training with a knowledgeable FAS

* Concierge services are available in certain geographies.







**Keep your instruments
compliant.
We've got your back.**

Get documentation of instrument compliance with regulatory requirements and industry standards

Qualification services

Trust your hardware qualifications to the company that designed your system

We know Applied Biosystems, Invitrogen, and Ion Torrent instruments better than anyone, because we design and manufacture them. With our instrument qualification services, you can be confident that your instruments are installed, operating, and performing according to manufacturer's specifications. Our manufacturer-trained and -certified field service engineers will conduct comprehensive tests including software and hardware compatibility, component verification, and site requirements to verify performance and provide reliable, audit-style documentation to meet regulatory requirements.

- 100% audit success rate
- One-day qualification for most of our instruments
- Complete documentation of instrument compliance to assist in meeting regulatory requirements and industry standards

When are qualifications required?

For life science instrumentation (IVD and RUO), qualification services should be performed:

- Upon installation or relocation of instrument
- After any critical or significant repair*
 - When the service requires secondary testing to prove the performance of a subsystem of a full instrument system, or affects the manner in which data would be generated from the system
- Upon annual planned maintenance per manufacturer
- Upon preplanned maintenance per customer quality systems
- Post-change to the instrument configuration
- Prior to change in laboratory use

Why is qualification important?

- Provides documented evidence of performance over time
- Supports quality management systems
- Supports process validation
- Mitigates risk to results
- Helps maintain sample integrity
- Provides evidence of suitability for use

* To help understand the recommendation for the major or critical repair requalification event, we follow a risk-based approach.



Installation qualification (IQ)

- Verifies that the instrument and accessories match the order invoice and shipping manifest
- Verifies that the customer site meets the requirements of the instrument for installation
- Verifies the configuration of the instrument being installed
- Verifies criteria for successful hardware installation

Operational qualification (OQ)

- Performs functional subsystem diagnostics
- Identifies any computer or software components
- Performs relevant subsystem-level tests
- Performs relevant subsystem-level calibrations
- Verifies all critical subsystems are performing within the manufacturer's specifications

Performance qualification (PQ) and instrument performance verification (IPV)

- Performance qualification, IVD
- Instrument performance verification, RUO
- Verify that the system is performing within the manufacturer's specifications
- Standard system-level run assesses performance of all subsystems working together

Contact an instrument qualifications specialist at [thermofisher.com/iqoqpg](https://www.thermofisher.com/iqoqpg)





**Keep launching new
molecular tests.
We've got your back.**

Accelerate and streamline your validation process with technical project management assistance with your lab's analytical validation

Consulting services

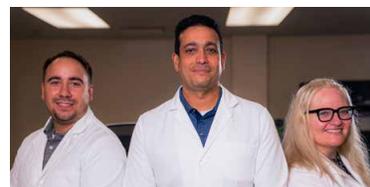
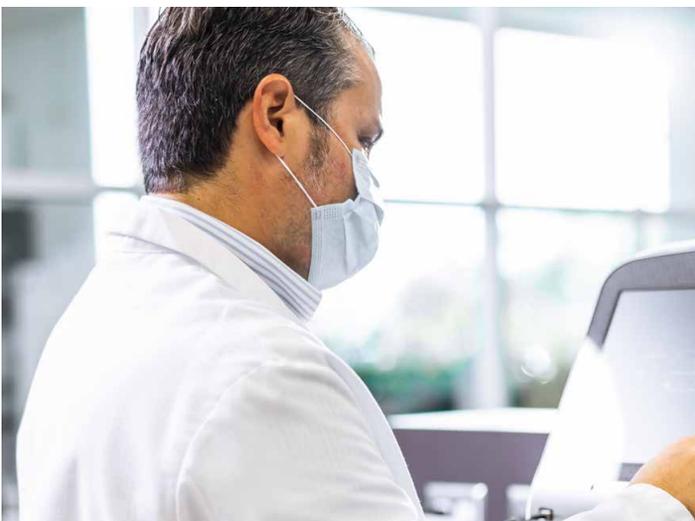
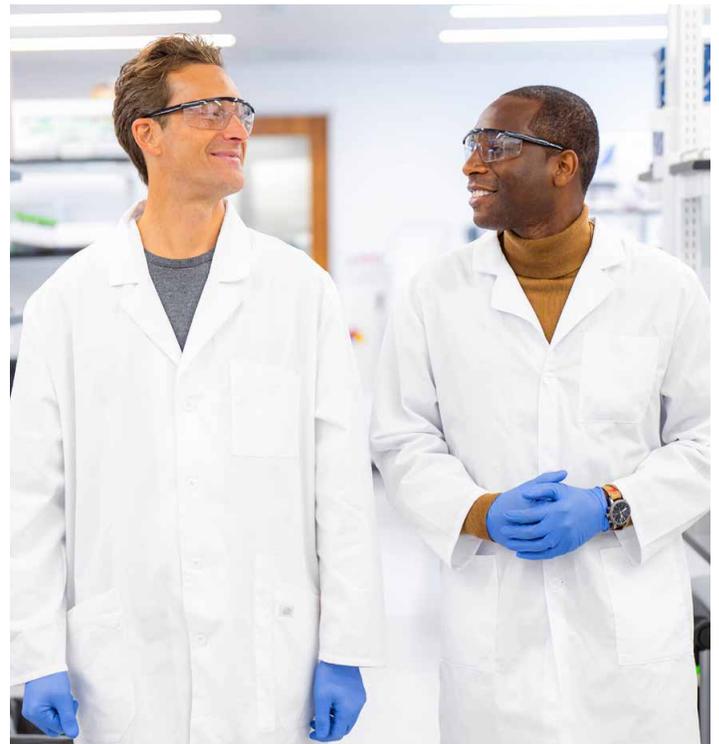
Rely on our decades of experience to help speed up your validation process

Why plan your analytical validation (AV) and computer system validation (CSV) alone, when using our consulting services can help you get into production faster, control costs, and manage risk? We have decades of experience designing, building, testing, and supporting validated systems, and no one has a longer history of integrating our workflows and software into complex laboratory environments. We'll consult with you to optimize your validation workflow, while providing data analysis support and template documentation to fully maximize your instrument, reagent, and software investment.

Our consulting services help accelerate launch time and reduce costs

- Reduced validation time helping you achieve quick returns on your investment
- Control validation costs
- Helping you comply with complex and ever-changing global laboratory compliance requirements
- Our consulting services, which include planning for AV, CSV, and bioinformatics, will help you get the most out of your investment in products
- Built on decades of experience supporting validated systems, our consulting services will help you optimize workflows in complex laboratory environments

Contact a consulting specialist at [thermofisher.com/av](https://www.thermofisher.com/av) or [thermofisher.com/csv](https://www.thermofisher.com/csv)



Analytical validation

End-to-end solution for your lab's analytical validation project

Molecular testing laboratories face several challenges when introducing new assays. One critical, time-consuming, and costly challenge is planning and executing the AV process—a requirement of process validation. We have decades of experience designing, building, testing, supporting, and integrating our workflows into complex laboratory environments in compliance with applicable standards and regulations. Whatever level of service you require, our professional services are the right choice to help shorten your validation time, control your validation cost, and facilitate regulatory requirements.

What is an analytical validation (AV)?

Analytical validation, also known as method or process validation:

- Is an industry-accepted process
- Tests a procedure or workflow by analytical methods
- Documents results with tangible evidence
- Proves the workflow or procedure to be suitable for the intended use

How frequently should it be performed?

The typical recommendation for a laboratory testing environment is:

- Upon adding a new test to a laboratory menu
- After a major change in the workflow*
- Upon adding new tissues or targets to the test*
- Upon adding or updating instruments in the workflow*

What we provide:

- Project management consultation by an AV specialist
- Dedicated on-site application scientist
- Workflow training, guidance, and optimization**
- Technical review consultation for data analysis

What you receive:

The typical recommendation for a laboratory testing environment is:

- Validation plan template
- Protocol templates
- Samples and controls[†]
- Data analysis consultation
- Final report template
- Summary documentation templates

* We recommend performing risk analysis as part of your established change control process.
** FAS training provided at additional cost.
† Depending on consulting service purchased.

Using our AV consulting services can help speed up the launch process by up to 75% and cut costs by up to 50%

We'll consult with you to optimize your validation workflow, while providing data analysis consultation and template documentation to fully maximize instrument and reagent investment.

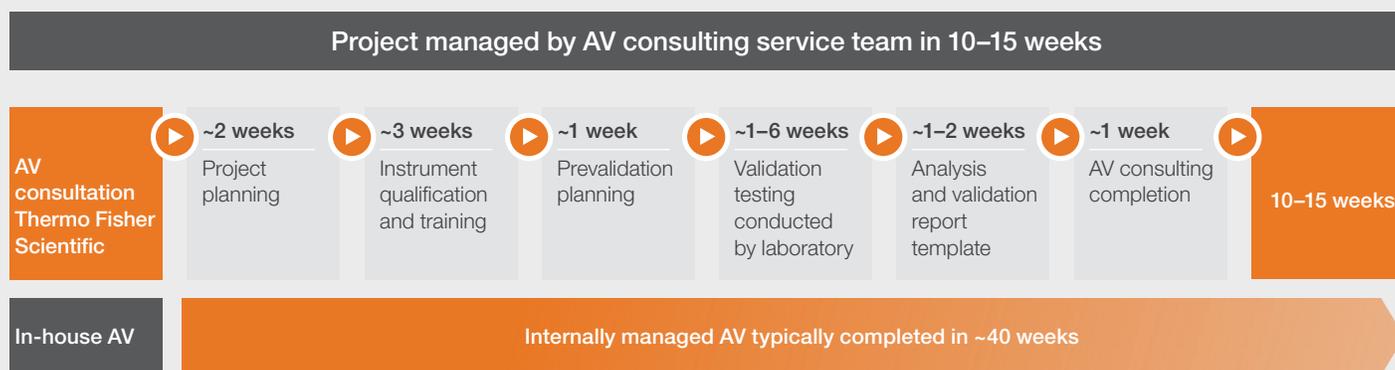


Figure 1. Represents a validation of a workflow at an experienced laboratory. Each engagement is unique and average times may vary.

Our consulting service options:

1 Analytical performance verification (APV)	2 Analytical validation regional guidance (AVR-G)	3 Analytical validation (AV)
<ul style="list-style-type: none">→ Comprehensive prevalidation, bridging study, or onboarding for assays or panels→ Controls*→ Workflow guidance→ Data analysis support→ Consultation with an AV specialist→ APV summary template for your use	<ul style="list-style-type: none">→ Designed to support international accreditation and validation requirements for assays or panels<ul style="list-style-type: none">• ISO 15189, CLIA/CAP, CLSI, or NYSDOH as guidance→ Dedicated project management guidance*→ Workflow training, guidance, and optimization→ Template documentation→ Samples and controls*→ Data analysis support→ Validation summary template for your use	<ul style="list-style-type: none">→ Designed to support US accreditation and validation requirements for assays or panels<ul style="list-style-type: none">• CLIA/CAP, CLSI, or NYSDOH as requirement→ Dedicated project management guidance*→ Workflow training, guidance, and optimization→ Template documentation→ Samples and controls*→ Data analysis support→ Validation summary template support
Prevalidation or bridging study assistance	Flexible validation guidance	Complete validation solution

Why choose us?

Transparency

We provide guidance for the AV process, data analysis, and summarization to facilitate meeting laboratory regulatory requirements and enable success as you move into production testing.

Technical acumen

- We have completed over 400 AV consulting engagements
- We interface regularly with various Thermo Fisher Scientific stakeholders, including R&D, to provide excellent technical service

Integrated support

- Highly experienced scientists act as project managers to efficiently guide your AV
- Dedicated clinical applications consultants (CAS) or field application specialists are available for workflow support throughout the AV
- As the manufacturer for the instruments, we provide end-to-end project management support for our solutions—from sample preparation to bioinformatics data analysis—and throughout your AV



Flexibility and acceleration

- An assessment of needs and initial consultation are included
- We provide an adaptable project management consultation based on your needs, and guided by your specified regulatory and international validation standards
- Acceleration of the AV process, data analysis, and summary documentation toward test enablement helps to achieve reimbursement sooner

Contact a consulting specialist at [thermofisher.com/av](https://www.thermofisher.com/av)

* For additional details, contact an AV specialist or professionalservices@thermofisher.com. Offerings depend on consulting service purchased.

Computer system validation (CSV)

Trust your CSV to the company that designs and supports your system

Validation of computer systems supports data accuracy, reliability, consistent intended performance, and the ability to discern invalid or altered records as a critical requirement of electronic record compliance described in the FDA 21 CFR 11.10(a) and EU Annex 11.

Our CSV consulting service provides comprehensive validation consulting, testing, and documentation that helps ensure computer data security, auditing, and e-signature (SAE) software features are in compliance with industry standards and regulatory guidance.



What we provide:

- Documentation that a computer system meets a set of defined system requirements
- Focus on user requirements for the software
- Verification that electronic record-keeping systems are performing to specifications (including accuracy and reliability)
- Audit-style template documentation for development
- Validation of each system's ability to identify altered or invalid records

How frequently should a CSV be performed?

The typical recommendation for a laboratory testing environment is:

- At installation
- After a major change in the software state (e.g., software upgrade*)
- After a need to repair or replace computer hardware*
- When migrating to new systems or processes*

* We recommend performing risk analysis as part of your established change control process.

Overview of total validation process and consulting service for a CSV

Weeks 1–2	Week 3	Weeks 4–6*	Weeks 6–8*	Weeks 8–10*	Week 11	Week 12 and after
Validation project planning <ul style="list-style-type: none"> • Customer delivers PO for service • Internal project planning begins • Customer project kick-off meeting scheduled • Customer questionnaire completed** 	Draft validation documentation package creation <ul style="list-style-type: none"> • Create pretesting draft documentation: <ul style="list-style-type: none"> – Validation plan (VP) – User requirement specification – Risk assessment (RA) – System configuration specification (SCS) – Quality assurance assessment checklist (optional) 	Customer review process <ul style="list-style-type: none"> • Draft pretesting documentation to be provided to customer • Customer reviews and returns pretesting documents with comments** • Re-drafting of documentation package based on customer comments 	Validation documentation development and test enablement <ul style="list-style-type: none"> • Final approvals from customer for pretesting documentation** • Creation of draft test documentation: <ul style="list-style-type: none"> – Validation test plan (VTP) – Software installation qualification (IQ) – Software operational qualification (OQ) – Software performance qualification (PQ) 	Customer review process <ul style="list-style-type: none"> • Draft test documentation provided to customer • Customer reviews and returns test documents with comments** • Re-drafting of documentation package based on customer comments • Final approvals of test documentation** • Creation of draft documentation: 21 CFR Part 11 assessment of traceability matrix 	CSV test plan execution† <ul style="list-style-type: none"> • Certified CSV specialist on-site or by remote access • Execution of approved IQ, OQ, and PQ† • Validation summary report (VSR) drafted 	Validation project closure <ul style="list-style-type: none"> • Final approvals of 21 CFR Part 11 assessment and traceability matrix • Final traceability matrix check-off • VSR approved • Project closing documentation signed and exchanged

Legend

- Off-site
- On-site or remote
- Validation closure
- Critical review process
- Internal engagement
- Customer engagement

* Timeline dependent on level of customer feedback and turnaround time.

** Critical milestones that can affect timeline.

† Execution depending on service purchased.

Reduce validation time and control costs

What customers typically have:

- Quality department—supporting the larger business but not focused on a particular workflow or lab operation
- Lab infrastructure—focused on the operation of the lab but not fully understanding CSV, compliance requirements, or similar local regulations
- Third-party consultant—filling the gap for those not familiar with instrument software or the SAE features

What customers typically need:

- Dedicated staff
- Documentation
- Knowledge of computer system validation and SAE features

What our CSV consulting service brings:

- Dedicated project management—focused on driving the project from start to finish
- Experienced validation specialist—understanding of industry-accepted validation process
- SAE software workflow specialist—knowledge of features and functions of the software being validated
- Experienced CSV specialist—focused on execution of SAE feature testing in approved qualification documentation
- Pre-form template documentation—flexible to accommodate some customer needs into core documentation

Our CSV consulting services include comprehensive documentation to help you meet regulations and standards

Why choose us?

Transparency

We provide complete visibility into the CSV process, project planning, documentation reviews, test execution, and summarization of results to facilitate regulatory compliance and help ensure success as you move into production.

Integrated support

- Highly experienced specialists act as project managers to efficiently guide your CSV
- Dedicated CSV specialists are available to support and execute the validation test plan
- As the manufacturer of record, we provide end-to-end support of Thermo Fisher solutions

Flexibility

- An assessment of needs and initial consultation are included in each engagement to ensure each laboratory receives the optimal solution for its unique situation
- An adaptable solution based on your needs and guided by regulatory and international validation standards

Technical acumen

- We have completed hundreds of CSV consulting engagements
- We interface regularly with various Thermo Fisher stakeholders, including R&D, to help ensure technically accurate service

Contact a consulting specialist at thermofisher.com/csv



Bioinformatics consulting services

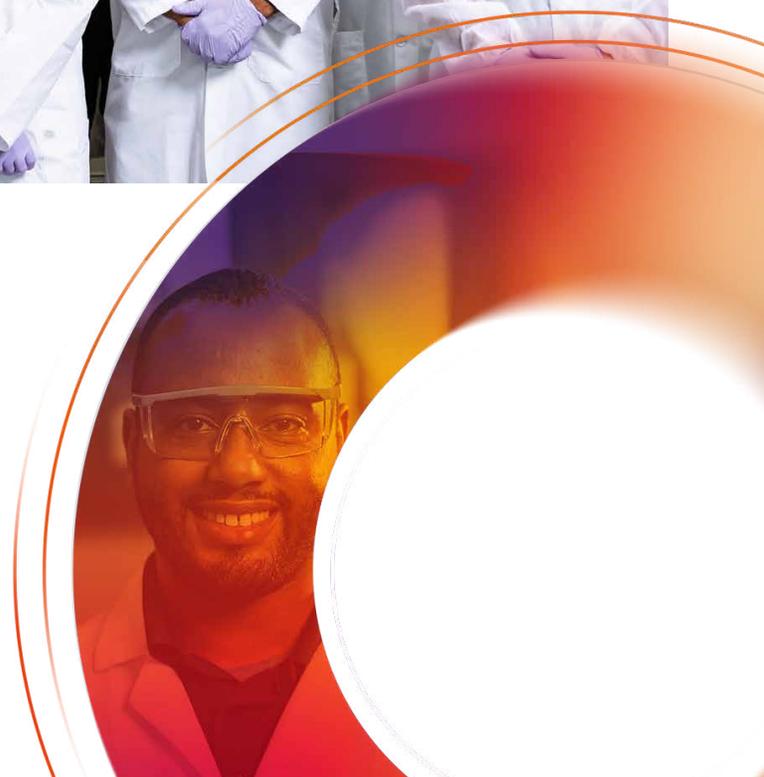
Flexible bioinformatics consulting solutions for your changing needs

Our seasoned bioinformatics professionals will consult with you to help ensure that you make full use of the powerful sequencing and analysis tools at your disposal.

Our bioinformaticians have extensive experience analyzing next-generation sequencing data across a number of platforms and applications. In addition, they have helped a wide range of different customers overcome their bioinformatics challenges. After an initial discussion regarding your research, we will match you with a bioinformatics professional who possesses knowledge and experience specific to your needs and requirements. These services are offered on an hourly consulting basis or as part of our Bioinformatics Professional Services Package.

Our consulting services include:

- Ion AmpliSeq™ Service
- Experimental design consultation
- Torrent Variant Caller parameter optimization
- Ion Reporter™ Software workflow design
- Ancillary software analysis
- Additional software and analysis training
- Data management consultation







Keep learning. We've got your back.

Gain new skills and experience to help you advance science and your career

Education services

Gain new skills and experience to help you advance science and your career

It can be difficult to prepare yourself for what's next while you're focused on the work you have now. Our professional, interactive training courses make it easier. We offer a combination of virtual and in-person classroom instruction, and hands-on learning in your lab to match your schedule, budget, and learning preferences. Whichever course style you choose, you'll learn from one of our highly skilled application scientists who are available to lead sessions online, at your location, or at one of our 12 training centers located worldwide.

Education services

Flexible learning environments to suit your needs

- World leader with 12 global training centers
- Highly skilled and experienced field application scientist trainers
- Gain new skills and experience to help you advance science and your career with over 200 courses

Hands-on training

Professional interactive education that includes classroom and laboratory instructions at the customer's site or at one of our 12 global training centers (more than any other supplier).

Customer site

Hands-on instrument based—Benefit by having training on your instrument in your lab. Courses are offered at your location by a field application scientist to provide professional, interactive education that includes hands-on instruction in your laboratory.

Lecture-based—Benefit by having training in your lab. Courses are offered at your location by a field application scientist to provide professional, interactive education that includes classroom lectures and discussion.

Training center

Get away from the day-to-day responsibilities of the lab and dedicate time to focus on your education needs. Courses are hosted at Thermo Fisher Scientific Training Center sites to provide professional, interactive education that includes classroom instruction and hands-on training in the laboratory. Training Center courses include laboratory reagents, consumables, and course materials. Travel and other incidental expenses relating to the training are the responsibility of the attendee.



E-learning

Discover new areas of interest and learn about life science topics at your own pace. Courses provide education via on-demand, prerecorded webinars.

We offer courses in these technology and application areas:

- Sequencing
- PCR
- Cell and molecular biology
- Cell analysis
- Bioinformatics
- Microarray
- Protein biology
- Sample prep

Explore courses at

[thermofisher.com/educationservices](https://www.thermofisher.com/educationservices)



Useful links and tools

Explore our services and support solutions thermofisher.com/instrumentservices

Explore instrument service plans thermofisher.com/instrumentplans

Build a personalized service plan quote thermofisher.com/serviceselector

Access an instrument's service coverage status and history thermofisher.com/myinstrument

Seek guidance using our Support Centers thermofisher.com/supportcenters

Search our FAQs thermofisher.com/supportfaqs

 Learn more at thermofisher.com/instrumentservices