

thermo**scientific**



Chromeleon CDS Support and Maintenance Agreement

You can count on Charlie

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Join the Chromeleon Community

Your Chromatography Data System is a critical component of your laboratory and your organization. Thermo Scientific™ Chromeleon™ Chromatography Data Systems (CDS) provides the data and knowledge required to keep your business running smoothly, so it's important to have confidence that your software is up to date, properly supported and running at optimum efficiency.



- Regular product updates for fast issue resolution
- Upgrade at no extra cost to access the latest features Chromeleon CDS has to offer
- Dedicated expert support to resolve business-critical issues
- Exclusive, 24/7 access to techniques, tips, troubleshooting and documentation for timely resolution of routine issues
- Become part of our customer partnership development process for issue reporting and feature testing

It's essential to invest in a support and maintenance agreement for business-critical software such as your Chromatography Data System. Protecting your Chromeleon CDS installation with a maintenance contract maximizes and future-proofs your investment with an uninterrupted, cost-effective protection plan.





“We have a good response every time we approach Thermo Fisher Scientific for support through our maintenance contract.”

— Bhagyaraju Devireddy, Developer, Lab Informatics, AbbVie R&D IT

product updates



Guarantee easy access to future releases and security updates with a Chromeleon CDS support and maintenance agreement, which provides multiple benefits:

- Receive regular updates to Long Term Stability (LTS) versions for fast issue resolution with minimal validation
- Access to product upgrades to ensure you can make the most of Chromeleon’s latest capabilities
- New features to support the latest hardware and drivers available for direct download—upgrades can be installed by our services team for a fee
- Simplified budgeting with fixed annual Opex costs for updates and support
- Provide product feedback as part of our customer partnership development process—drive product enhancements and be the first to preview future technologies

Staying up to date with the latest release is a great way to protect your investment and ensure you make the most of available technology updates. For those on a LTS version, regular updates deliver responsiveness to issues and system stability, with the option to move to the next LTS version whenever you’re ready.

resolution resources



A number of tools and resources are provided to assist you in finding fast solutions to routine issues:

- Industry-leading diagnostic tools to expedite issue resolution
- Searchable knowledge base for established and proven solutions
- Online product news, documentation and technical information
- Interactive product user forum—learn from others in the Chromeleon community

eService Portal

Customers are provided with exclusive 24/7 access to an interactive online portal to search for information and advice on their solutions.

- Consult industry peers to share experiences in specific environments
- Raise a ticket to request contact with a support professional
- Contact product managers to ask about future development and enhancements

“I was very pleased with the turnaround time from the time I submitted my eService ticket to the time I received a response. I was extremely pleased with the overall service, especially compared to other vendors’ service.”

— Chris Bland, Senior Business Systems Analyst, Baxter Healthcare Corporation

technical support

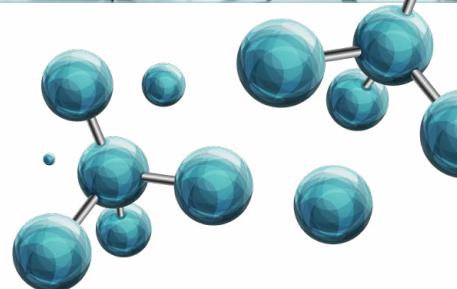


You will receive best-in-class technical support as part of your support and maintenance agreement, providing additional piece of mind. Support is provided by Thermo Fisher professionals located in our global offices, keeping your system running at optimum efficiency so you can achieve maximum value from your investment:

- Dedicated global support via phone, email and remote support software
- Uninterrupted investigation via follow-the-sun support methodology
- Return-to-depot maintenance for supported CDS hardware
- Continuous product and service improvement driven by Customer Allegiance Scores

training

Chromeleon CDS experts will work with you to assess your organization’s learning requirements. Recommendations and advice can be given to equip your teams with the knowledge required to enhance user acceptance and optimize your use of Chromeleon software. Training is tailored to the requirements of your organization and is delivered for an additional fee. Contact your sales representative to learn more.



Find out more at thermofisher.com/chromeleonsupport

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