



Laboratory software

# Digital Science Solutions

## Professional Services and Technical Support

Laboratory software solutions play a critical role in digitizing workflows and supporting scientific operations. Your software provides the data and knowledge to keep your business running smoothly, so it is important that you keep these systems properly supported, running optimally, and up to date.

Mission-critical applications demand high reliability, performance, and uptime. Thermo Fisher Scientific has one of the industry's most experienced, globally distributed, professional services and support organization to provide:

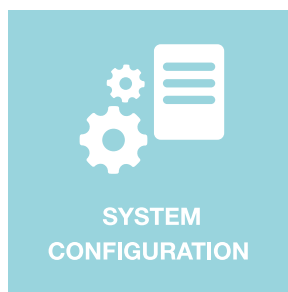
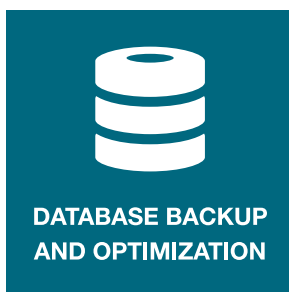
- **Consulting** – Understand and define the outcomes customers are looking to achieve at various stages along their digital transformation journey
- **Solutions design** – Define solutions to address customer needs, ensuring that critical requirements are delivered on a mutually agreed timeline
- **Configuration** – Deliver solutions that meet customer workflow needs, streamlining and automating processes, primarily without code to ease ongoing support and maintenance
- **Testing and validation** – Test to confirm solutions are fit-for-purpose, and support validation in regulated environments
- **Training** – Full schedule of remote and in-person, standard and customized training for system administrators, super users and users

Innovative application-specific support and global training are critical components to deploying and successfully maintaining laboratory informatics solutions. Thermo Fisher's experienced team of professionals use a follow-the-sun approach for technical assistance and rapid escalation, should critical issues arise.

Our supported customers enjoy the following benefits:

- Online documentation and knowledgebase to solve common issues quickly
- Connect to a technical professional via phone call, or online via Cisco Webex
- Access to the latest software versions, enabling convenient upgrades to make use of our latest features
- Specialized diagnostic tools to solve issues faster
- Direct access to software patches and enhancements delivered by our development team
- Online user forum to learn from, and share tips and tricks with other users
- Dedicated local language speaking support analysts
- Our follow the sun approach allows you to connect to an agent at any time, and enables uninterrupted action and escalation of critical issues.

Thermo Fisher also offers enhanced support services, separately priced outside of your standard, annual Support and Maintenance Agreement (SMA), to meet your needs, including:



**Getting in touch with Thermo Fisher support teams is as easy as:**

**Call us at**

**North & South America**

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Direct: +1 (781) 933-4689

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**United Kingdom - Altrincham**

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**Netherlands - Breda**

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**France - Paris**

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**Germany - Dreieich**

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