

Access to expertise

Worldwide teams of experts ensure your productivity

Starting a cryo-EM lab requires a buildup of technical expertise and application knowledge that can seem daunting. Our worldwide teams of dedicated application specialists, field service engineers and service managers ensure you are productive with your system from day one.

Getting started

We have established several different ways to support a successful start with cryo-EM, creating a reliable partnership for technical and applications solutions:

- **Application support:** Increases the technical proficiency of users with the best technical experts from the field.
- **Accelerate and Advance integrated service and application support:** Jump-start scientific productivity with on-site training, consultations, ongoing remote support and access to the Thermo Fisher Scientific™ Workflow App.
- **Customer success managers:** Creation of onboarding plans specifically tailored to the individual needs of individual sites, including access to technical expertise, user training and other important resources.
- **Cryo-EM university:** An online curriculum to fully train skilled electron microscopists.

Application support

Customer-oriented application experts will help you achieve technical proficiency and by providing prompt, efficient and knowledgeable support throughout all phases of your scientific endeavors using cryo-EM. Besides the actual microscopy, this may also include advice on sample preparation and data processing.

With an application staff of more than 30 highly skilled individuals dedicated to support cryo-EM users, these teams will provide:

- Onsite training and offline support (telephone/email).
- Flexible scheduling to meet your needs and a curriculum for application training that is adaptable to specific research requirements.
- Via an early onboarding discussion, the customer success manager will tailor a comprehensive training plan for your users and follow up throughout its execution.



Accelerate and Advance Integrated Service and Application Support

A winning workflow must combine cutting-edge technology with operational excellence. The Accelerate and Advance Integrated Service and Application Support portfolio from Thermo Fisher Scientific includes frequent touchpoints with application experts and provides a unique combination of support elements to achieve the most ambitious scientific results.

Accelerate Specifically designed to ensure success during the first 12 months of operation.					
Remote application support via telephone, email or remote desktop session (RAPID Service*)	On-site application support	Access to the iOS Workflow Assistant App, including automatic updates and upgrades	Workflow validation using a relevant biological sample (from sample vitrification to data reconstruction)	Regular monitoring of system health using a proprietary technology	Quarterly reviews to discuss system trends and status

*Thermo Scientific™ RAPID™ (Remote Access Program for Interactive Diagnostics) Service is a program that enables customers to interact with Thermo Fisher Scientific remote support engineers in order to quickly and effectively troubleshoot system issues

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Remote application support via telephone, email or remote desktop session (RAPID Service*)	On-site application support	Access to the iOS Workflow Assistant App, including automatic updates and upgrades	Regular monitoring of system health using a proprietary technology	Quarterly reviews to discuss system trends and status	Annual preventive maintenance service	On-site corrective maintenance service as needed, with a targeted 48-hour on-site response	Thermo Scientific certified spare parts

Customer Success Managers

From the moment a customer engages with Thermo Fisher Scientific until the agreed-upon results are reached, the Customer Success Manager is the central point of contact arranging technical expertise and resources. This coordination is the best guarantee for an early enhancement of scientific productivity.

Specifically, the Customer Success Manager is responsible for:

- An early onboarding discussion, which will be the basis for tailoring a comprehensive training plan, and follow up throughout its execution.
- Ensuring full understanding of customer-specific challenges throughout the entire support organization and advising on the best course of action.

“The Thermo Fisher customer success program was by far the pivotal difference in getting our new Titan Krios facility up and running in an informed, productive and low-stress way. Being new to high resolution single particle cryoEM work with prior expertise predominantly focused on x-ray crystallography, we benefited significantly from the information, connections and ongoing follow-up provided by the customer success team. The training and support covered the workflow from start to finish including sample preparation, microscope optimization, data collection and data processing strategy. The program provided an important technical and scientific touchstone.”

Prof. Dr. Natalie Strynadka
Dept. of Biochemistry and Molecular Biology
University of British Columbia
Life Sciences Centre

Cryo-EM University

EM-learning.com is an online educational program with over 70 hours of freely accessible educational material about the SPA workflow it will train you and your staff to become skilled cryo-electron microscopists. The online curriculum covers topics such as the fundamental principles of cryo-EM, starting with the basic anatomy of electron microscopes, an introduction to Fourier transforms, and the principles of image formation.

It is created in collaboration with online education expert Prof. Grant Jensen (Caltech) and serves as an introduction to the field and is intended for participants of all levels. Upon completion, you will have a fundamental knowledge of cryo-EM, get tips and tricks to overcome sample preparation challenges and valuable practical advices on the cryo-EM workflow.

For more information please visit: EM-learning.com



