

thermo**scientific**



Accelerate and Advance

Integrated solutions to increase
your momentum

ThermoFisher
SCIENTIFIC

Meeting You Where You Are

When it comes to implementing a new workflow, you need a partner who offers next-level comprehensive instrument care so you can focus on your work. You need a partner who is not focused merely on fixing problems, but one who is focused on supporting your instrument throughout its entire lifecycle, including installation, training, and data-driven proactive maintenance.

Be prepared

Let us make sure your site is prepared for installation. From refitting your lab to checking vibration and electro-magnetic interference to accommodating a cryo-tomography workflow, our Site Preparation service package limits risk and prevents disruption.

Getting started

Thermo Scientific™ Accelerate and Advance Service agreements for Cryo-Tomography deliver comprehensive support solutions for the warranty period and beyond, improving the adoption of the cryo-tomography application in your lab. They can help minimize stress, facilitate an easy adoption and ramp-up, and help you achieve the scientific results you need in a matter of weeks, not months.

Our Customer Success manager will work with you to develop a training plan that empowers your users from the start. Throughout the warranty and post-warranty phases, our applications, field service, and customer success teams will provide on-site service and training, help you optimize your experiment, and answer all your questions.

Under Warranty

The Accelerate Service for Cryo-Tomography includes a unique Workflow Validation that saves you time and money by determining whether your workflow is ready to move on to a complete cryo-tomography application. Guided by our global application support specialists, the workflow validation service enables you to evaluate your workflow on a controlled scale, helping you improve your chances for success before conducting a full-scale cryo-tomography workflow.

System Remote Monitoring tracks key parameters through a secure remote connection, and field service engineers will proactively respond to anomalies. The **Scientific Workflows App** delivers a step-by-step guide through the cryo-tomography workflow. Our **Connected Care Portal** provides you with high-level overviews of system health and detailed views to compare performance across individual instruments or groups.

After Warranty

You will have continued access to these features. Additionally, your coverage will include Thermo Scientific certified spare parts and world-class on-site maintenance services such as corrective and preventive maintenance within targeted response times. Our Advance Service post-warranty support packages also include on-site and remote applications training to provide support for any new staff members or to revisit elements of your workflow.

Workflow Validation Service

Gives peace of mind and assurance that you will get the results you need.

System Remote Monitoring

Prevent disruption and downtime by tracking key system parameters.

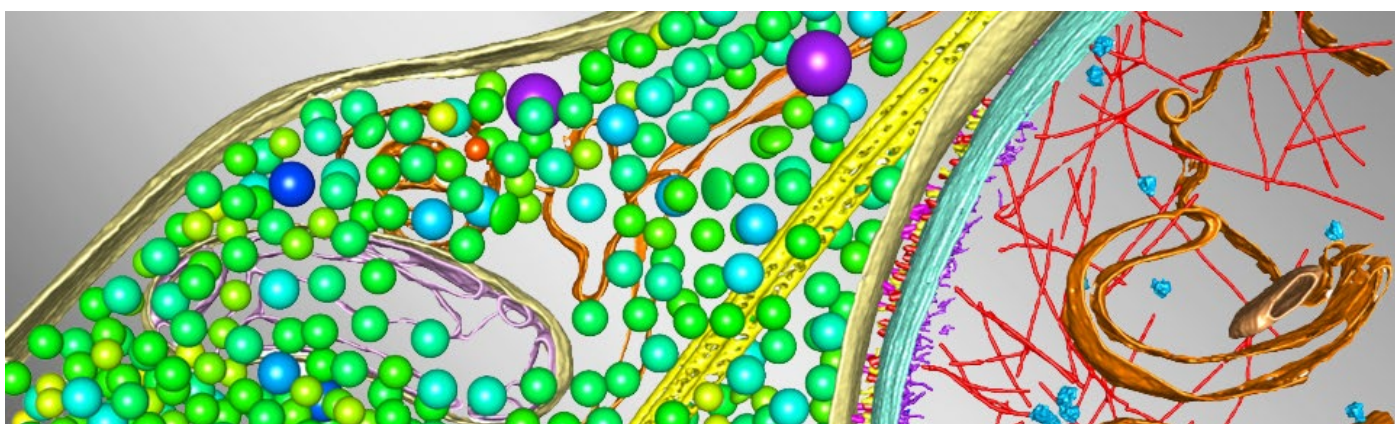
Connected Care Portal

Useful information enables continuous improvement and ensures you are capturing all the value from your service package.

Customer Success Manager

Dedicated Thermo Fisher Scientific expert who will support you for all technical, workflow, training or support-related challenges.

Whether you are expanding your workflow to include a Thermo Scientific Aquilos™ Cryo-FIB or implementing the Aquilos and Thermo Scientific Krios™ Cryo-TEM systems at once, our Accelerate and Advance Service packages support your success at every step.



Accelerate Service Portfolio

	Accelerate Prepare	Accelerate Collect	Accelerate Resolve
Customer Success Manager	✓	✓	✓
Customer Enablement Plan	✓	✓	✓
On-site Applications Training and Support	20 days	20 days	40 days
Remote Applications Support	50 hours	50 hours	100 hours
Workflow Validation	✓	✓	✓
Scientific Workflows App	✓	✓	✓
System Remote Monitoring	Aquilos	Aquilos and Krios	Aquilos and Krios
Quarterly Performance Reviews	✓	✓	✓
Connected Care Portal	✓	✓	✓

Advance Service Portfolio

	Advance Prepare Insight	Advance Prepare Engage	Advance Collect Insight	Advance Collect Engage
Customer Success Manager	✓	✓	✓	
On-site Applications Training and Support		20 days		20 days
Remote Applications Support	30 hours	30 hours	30 hours	30 hours
Scientific Workflows App	✓	✓	✓	✓
System Remote Monitoring	Aquilos	Aquilos	Aquilos and Krios	Aquilos and Krios
Quarterly Performance Reviews	✓	✓	✓	✓
Connected Care Portal	✓	✓	✓	✓
System Maintenance Features				
Preventive Maintenance	✓	✓	✓	✓
Corrective Maintenance	✓	✓	✓	✓
Spare Parts	✓	✓	✓	✓
Telephone Support	✓	✓	✓	✓
Targeted On-site Response	48 hours	48 hours	48 hours	48 hours

Your Partner in Service, Across the Lifecycle of Your System

Accelerate Prepare

Delivers enhanced warranty support for Aquilos Cryo-FIBs. Provides dedicated Customer Success Manager and a custom Enablement plan, as well as 20 days of on-site applications support and 50 hours of remote support. Also includes Workflow Validation, access to the Scientific Workflows App and Connected Care Portal, System Remote Monitoring for Aquilos instruments, and Quarterly Performance Reviews.

Accelerate Collect

Delivers enhanced warranty support for Aquilos Cryo-FIBs and Krios Cryo-TEMs. Provides dedicated Customer Success Manager and a custom Enablement plan, as well as 20 days of on-site applications support and 50 hours of remote support. Also includes Workflow Validation, access to the Scientific Workflows App and Connected Care Portal, System Remote Monitoring for Aquilos and Krios instruments, and Quarterly Performance Reviews.

Accelerate Resolve

Delivers extensive on-site support to maximize user proficiency and success. Includes dedicated Customer Success Manager and a custom Enablement plan, as well as 40 days of on-site applications support and 100 hours of remote support. Also includes Workflow Validation, access to the Scientific Workflows App and Connected Care Portal, System Remote Monitoring for Aquilos and Krios instruments, and Quarterly Performance Reviews.

Advance Prepare Insight

Delivers exceptional technology-driven support. Includes continued access to a Customer Success Manager, as well as 30 hours of remote application support, continued access to the Workflows App and the Connected Care Portal, and System Remote Monitoring for Aquilos Cryo-FIBs. In addition, Advance Prepare Insight will protect your system with comprehensive corrective and preventive maintenance service, including spare parts, telephone support and a 48-hour on-site response.

Advance Prepare Engage

Facilitates close collaboration with applications experts from Thermo Fisher Scientific. Includes 20 days of on-site application support and 30 hours of remote support, continued access to the Scientific Workflows App and Connected Care Portal, System Remote Monitoring on Aquilos Cryo-FIBs, and Quarterly Performance Reviews. In addition, Advance Prepare Engage will protect your system with comprehensive corrective and preventive maintenance service, including spare parts, telephone support and a 48- hour on-site response.

Advance Collect Insight

Delivers exceptional technology-driven support for your multi-system workflow. Includes continued access to a Customer Success Manager, as well as 30 hours of remote application support, continued access to the Workflows App and the Connected Care Portal, and System Remote Monitoring for Aquilos and Krios instruments. In addition, Advance Prepare Insight will protect your systems with comprehensive corrective and preventive maintenance service, including spare parts, telephone support and a 48- hour on-site response.

Advance Collect Engage

Facilitates close collaboration with applications experts from Thermo Fisher Scientific. Includes 20 days of on-site application support and 30 hours of remote support, continued access to the Workflows App and Connected Care Portal, System Remote Monitoring on Aquilos and Krios instruments, and Quarterly performance reviews. In addition, Advance Prepare Engage will protect your systems with comprehensive corrective and preventive maintenance service, including spare parts, telephone support and a 48- hour on-site response.

Find out more at thermofisher.com/emserviceandsupport