

Service | Supporting Your Success

Accelerate Services for Science

thermo scientific

Advance your workflow with the Accelerate portfolio

Scientific success, right from the start

With workflow validation using 3D imaging, the Thermo Scientific™ Accelerate service portfolio confirms the viability of the cryo-EM workflow on your system and demonstrates 2.5Å or 3.0Å resolution using a real biological sample, so you and your users are set up for success.

End to End Support

From the moment your system is installed, Thermo Fisher Scientific will help jump-start your research with on-site training, consultations, and ongoing remote support. Thermo Fisher applications experts will help users achieve technical proficiency, and will empower them to efficiently conduct research and attain your desired outcomes.

We stay in touch, so you stay in control

With quarterly reviews highlighting the effectiveness of the cryo-EM workflow, access to our Connected Care portal and consistent remote monitoring of your system's health and status, you have the insight needed to keep your system running optimally, and your scientific goals on track.

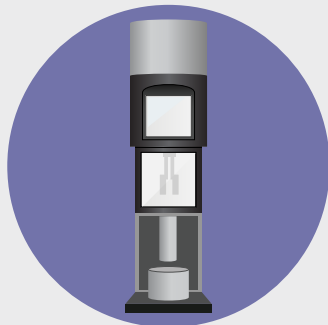


A **winning workflow** must combine cutting-edge **technology** with operational **excellence**.

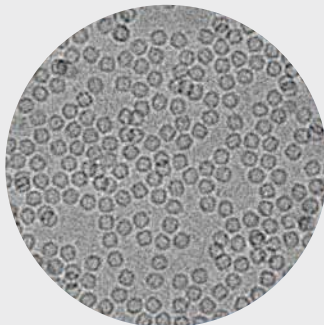
The Accelerate Service Portfolio includes frequent touchpoints with **apps experts** and a unique combination of **support elements**, providing you the expertise and insight to achieve your most **ambitious scientific results**.

Thermo Fisher's unique workflow validation service provides demonstrable evidence of the cryo-EM workflow's success—so you can proceed with total confidence.

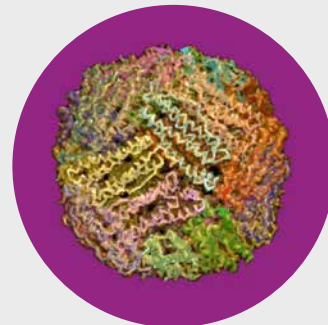
Vitrify



Falcon/BioQuantum images



Relion 3D Reconstruction



No matter how you reach us, we're ready to help.

The innovative support elements in the Accelerate portfolio will provide you the confidence and knowledge to keep moving forward towards success.



With our workflow validation service, Thermo Fisher will demonstrate that your system can achieve 3.0Å resolution on a relevant biological sample.



With a Customer Success Manager, you'll receive personalized guidance and support to effectively use our products and services.



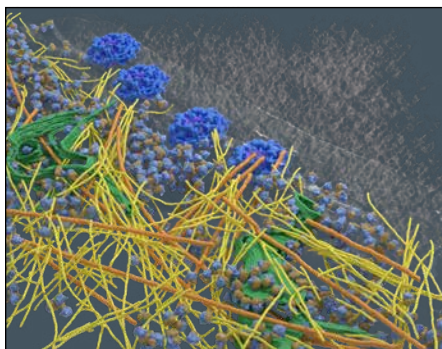
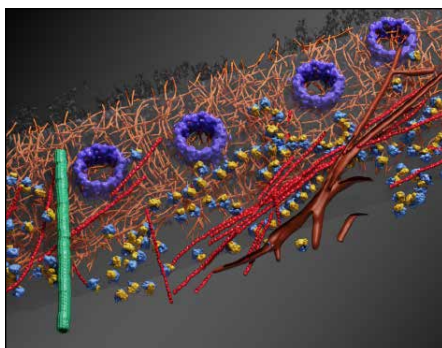
Insights into your system's health and performance are always at your fingertips through our Connected Care portal.



Increase the technical proficiency of your users while optimizing your microscope's performance with on-site support from Thermo Fisher's application experts.

Accelerate support offerings ensure that you have the ideal combination of support elements to achieve your unique goals.

	Accelerate	Accelerate Plus	Accelerate Intensive
Workflow Validation	✓	✓	✓
On-Site Applications Support	10 Days	20 Days	60 Days
Remote Applications Support	50 Hours	100 Hours	50 Hours
Remote Monitoring	✓	✓	✓
Connected Care Portal	✓	✓	✓
Customer Success Manager	✓	✓	✓
Quarterly Review	✓	✓	✓



Accelerate Intensive

Our most concentrated support offering provides extensive on-site support to maximize user proficiency and success. Includes 60 days of on-site applications support, 50 hours of remote support, workflow validation, remote monitoring, access to our Connected Care portal and quarterly reviews.

Accelerate Plus

Provides enhanced services for customers needing additional support, including ample remote applications hours. Includes 20 days of on-site applications support, 100 hours of remote support, workflow validation, remote monitoring, access to our Connected Care portal and quarterly reviews.

Accelerate

Delivers focused workflow support for users already familiar with Thermo Fisher technology. Includes 10 days of on-site applications support, 50 hours of remote support, workflow validation, remote monitoring, access to our Connected Care portal and quarterly reviews.

Additional Hours of Remote Applications Support

Additional remote support hours from Thermo Fisher application experts can be purchased in blocks of 50 hours, and may be used any time during the contract period.

Additional Days of On-Site Applications Support

Additional on-site support days from Thermo Fisher application experts can be purchased in blocks of 20 days. On-site support must be scheduled in increments of one week.

Find out more at thermofisher.com/EM-Sales

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