

A male scientist with short dark hair, wearing a white lab coat over a light blue striped shirt and white gloves, is focused on his work. He is sitting at a desk, looking down at a laptop computer. In his right hand, he holds a silver pen, ready to write on a document. The background is a blurred laboratory setting with various pieces of equipment.

Assure success with Service Solutions

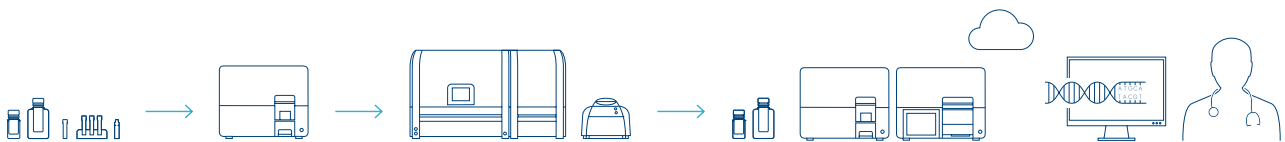
Sample to Insight



Customer Satisfaction through Service Excellence

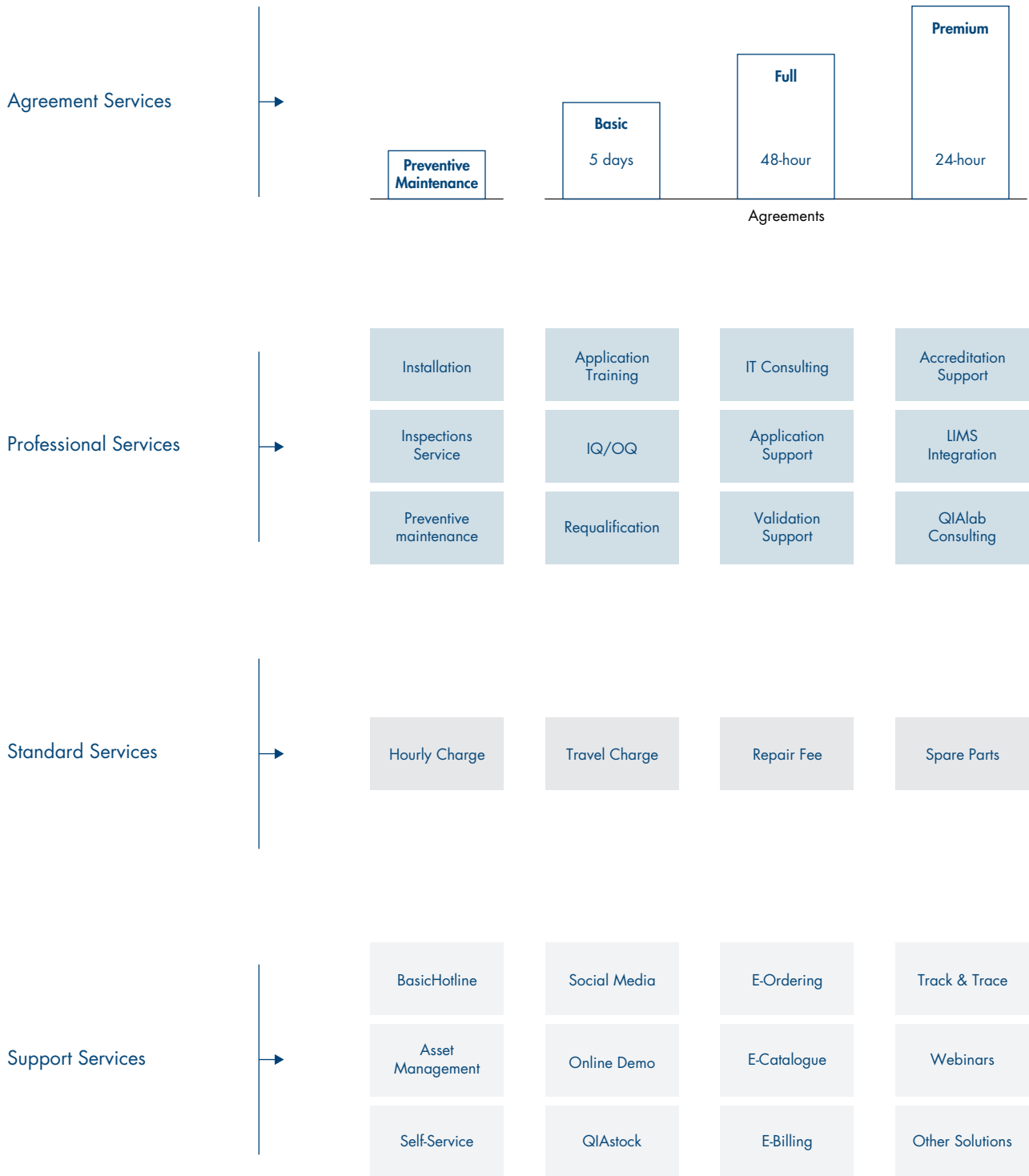
Assure success with Service Solutions

- Do you want to **maximize the uptime** of your instrument?
- Do you want your lab staff **professionally qualified**?
- Do you want to **reduce the risk** of non-compliance and at the same time optimize the performance of your laboratory?
- Do you want a **trustworthy partner** to stand at your side, helping you whenever needed?
- Do you want **delighted customers**?

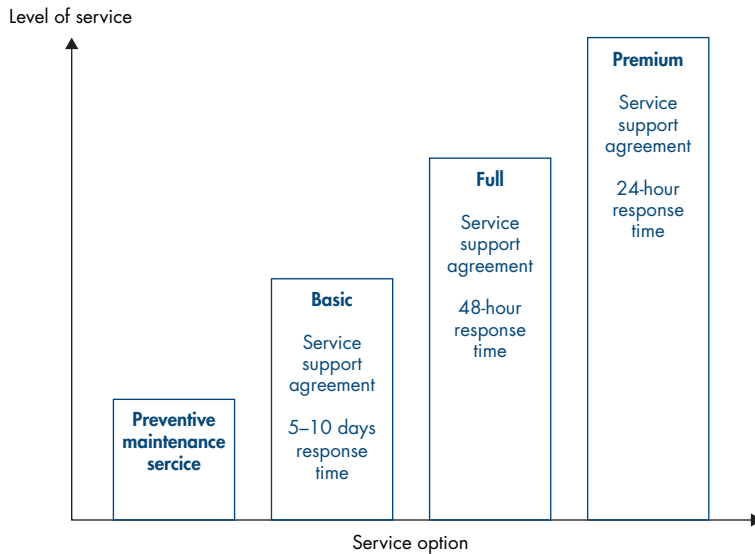


Choose QIAGEN Service Solutions.
Your success is our mission!

QIAGEN Service Product Portfolio



Agreement Services



Helps you to achieve:

- Peace of mind
- Maximum productivity
- Maximum instrument uptime
- More reliable results
- Regulatory requirements
- Good value for money

Reliability, Efficiency, Compliance, Satisfaction

Service Level	PM/ Inspection Service	Basic Agreement no PM	Basic Agreement	Full Agreement no PM	Full Agreement	Premium Agreement
Repair: travel	X	✓	✓	✓	✓	✓
Repair: labor	X	✓	✓	✓	✓	✓
Repair: spare parts	X	✓	✓	✓	✓	✓
Response time*	X	5-10 days	5-10 days	48 hrs	48 hrs	24 hrs
Hotline priority	X	Medium	Medium	High	High	Highest
1 x Inspection/ PM Service per year	✓	X	✓	X	✓	✓
Proactive Renewal	✓	✓	✓	✓	✓	✓

* Response time for on-site repaired instruments starts when a customer request is received by the local Technical Service and ends when a service specialist arrives on site.

Response time of 48 h for depot repaired instruments (Rotor-Gene® Q, PyroMark® Q24, PyroMark Q48, QIAxcel®, QIAxpert®, DML, Tissuelyser, TissueRuptor) means provision of a loan instrument and delivery within 2-3 working days after customer request; turnaround time of the original instrument is 7-10 working days.

Professional Services

Installation and Startup Training

- Installation of the system hardware and software
- Introductory training
- Help to get you and your staff started quickly

Inspection/Preventive Maintenance Service

- Inspection of all components of the equipment
- Bring the instrument to its optimal performance
- Ensure instrument is performing according to specifications

IQ/OQ Service

- Installation Qualification and Operational Qualification
- Most comprehensive service documentation to support compliance with ISO15189/ISO17025
- Reducing the in-house validation effort

Application Training

- Gain hands-on experience of assay applications on QIAGEN platforms, data analysis and interpretation
- Facilitates professional qualifications of laboratory staff

Validation Support Service

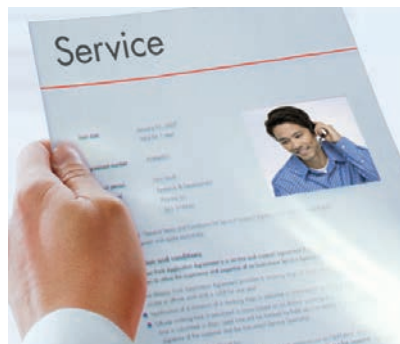
- Initial consultation to design validation plan
- Training by highly qualified QIAGEN application specialists on wet lab processes, data analysis and interpretation
- Comprehensive documentation

LIMS Integration Service

- Project plan and collaboration with LIMS/LIS provider
- Implementation of bi-directional data integration
- On-going support by experienced QIAGEN specialists

QIALab Consulting

- Initial consultation to identify possible areas for improvement in workflows for your molecular diagnostics laboratory
- Workshop to apply optimization strategies and continuous improvement techniques
- Projects to initiate or develop workflows or applications that will enhance capabilities and optimize processes in your laboratory



For more information on our Professional Services, please contact your regional sales manager or visit www.qiagen.com.

Contact us

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