

# AB SCIEX Professional Services

Helping you maximize the value of your technology investment

## Service Benefits

- **Speed** – Our experience allows us to solve problems faster helping you get your systems up and running sooner.
- **Efficiency and Productivity** – When your instruments and information systems are integrated, your laboratory will run more smoothly and efficiently. Your personnel will spend less time moving files and more time on their work.
- **Value** – With our knowledge and experience, we are unmatched in our ability to help you reduce your startup costs and the time it takes to start earning a return on your technology investment. And by improving laboratory efficiency and productivity, we can help you lower your ongoing operating costs.



## CHOOSE THE SERVICE AND LEVEL OF SUPPORT THAT IS RIGHT FOR YOU

As part of our continuing commitment to help our customers maximize the value of their technology investment, AB SCIEX offers a complete suite of professional services. These include Compliance Consulting, IT/Database Consulting, System/Platform Validation Consulting, and Instrument Interfacing Services.

Whether you require full project management or just expert assistance for your own management team, the AB SCIEX Professional Services program has the flexibility to deliver whatever level of support you need.

Advantages of AB SCIEX Professional Services include:

- **Knowledge** – Our Professional Team is unmatched in its understanding of AB SCIEX instruments, software, and

systems. They also have in-depth knowledge of global regulatory compliance standards, including FDA 21 CFR Part 11, GLP, and GMP guidelines.

- **Experience and Endurance** – AB SCIEX has a long history of innovation and support in laboratory instrumentation and software. For more than 25 years, we've been there when our customers need us, and we'll be around for the long term.
- **Skills** – We constantly update our body of industry 'best practices' and keep abreast of changes in regulations.
- **Project Management** – Our project management methodology is field proven to manage risk, control costs, and bring projects in on-time and to required specifications. All of our consultants are PMI®-certified Project Management Professionals.

## IT/DATABASE CONSULTING SERVICES

Every laboratory has a unique combination of hardware, software, methodologies, and workflows. Sometimes standard installations aren't enough. The AB SCIEX Professional Services team can provide solutions for your laboratory, including:

- Networking configuration and troubleshooting
- Database administration
- Custom configurations, reports, and alert notifications to extend the value of your AB SCIEX Smart Services deployments

## COMPLIANCE AND SYSTEM/PLATFORM VALIDATION CONSULTING

AB SCIEX has long provided Installation Qualification/Operational Qualification (IQ/OQ) support for our instruments, but many customers, especially those in regulated environments, need assistance validating their systems and platforms as well. To meet this need, our professional services team now offer end-to-end analytical and process system validation for your specific workflow. We can help you develop validation plans and unit tests tailored to your system implementation, corporate IT environment, network configuration, and workflow to streamline the validation process and get your systems up and running sooner.

## INSTRUMENT INTERFACING SERVICES

Making the instruments and software in your laboratory work together efficiently can be a challenge. The AB SCIEX Professional Services team consists of instrument interfacing experts with wide-ranging experience in making AB SCIEX instruments and information systems work together seamlessly. Now we extend this service offering to third-party instruments and software as well. Specifically, our instrument interfacing services includes:

- Development of custom software interfaces between AB SCIEX instrument software, LIMS (commercial and in-house developed), analysis applications, and proprietary data warehouses
- Development of custom software interfaces between AB SCIEX instrument software and third party robotics/ sample handling instruments

## A COMMITMENT TO QUALITY

The AB SCIEX Professional Services team follows best practices set by the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK). PMI has long been acknowledged as a pioneer in the project management field and has a membership representing a global community of over 100,000 professionals in 125 countries.

Our commitment to this global standard of excellence means that you get not only our industry expertise and technical knowledge, but also the highest level of quality in project management. Following these best practices, we help ensure that we complete your projects on time, under budget, and within prescribed quality standards.

## THE RIGHT CHOICE

No one understands AB SCIEX instruments and software better than the company that designed, built, and supports them. And no one has a longer history of integrating AB SCIEX systems into complex laboratory environments. With our experience, expertise, and commitment to excellence, AB SCIEX is the right choice for your professional services needs.

For more information on AB SCIEX Professional Services, contact your local AB SCIEX Sales representative or email: [complianceservices@absciex.com](mailto:complianceservices@absciex.com)

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