Remote Advisor Reports

Included in Agilent Advantage Silver and Gold Support Agreements

Technical Overview

Agilent Remote Advisor is a real-time support and asset reporting tool for Agilent and select non-Agilent systems. Regardless of the controlling software or chromatography data system you use, Remote Advisor gives you powerful remote diagnostics and detailed reports to help you get the most from your laboratory equipment and increase lab productivity.

Making data-driven decisions to improve equipment effectiveness, optimize consumables spend, and plan usage-based preventive maintenance has never been easier or more accurate, with the nine Remote Advisor Report templates included in Agilent Advantage Silver and Gold service plans. Once you connect to Remote Advisor, your Advantage Silver or Gold plan entitles you to immediately generate the following reports on-demand:

- Inventory Report
- Asset Report
- Repair History
- Error History
- Availability & Utilization Report
- Columns Injections Report
- Scheduled Services Report
- Required Maintenance Report
- Module Movement Report

Agilent Technologies

Inventory Report

Imagine generating an inventory list without having to physically visit each system to collect and record instrument details. With just a few clicks, Remote Advisor's Inventory Report gives you a detailed inventory of your connected instruments. The report lists key information for each system including:

- System name and configuration
- Module names and model numbers
- All serial numbers and firmware revisions
- Current status of each module

The Inventory Report provides a real-time snapshot of connected systems including instrument configuration, model numbers, serial numbers, and firmware revisions. With Remote Advisor, your inventory list is always available and always up to date.
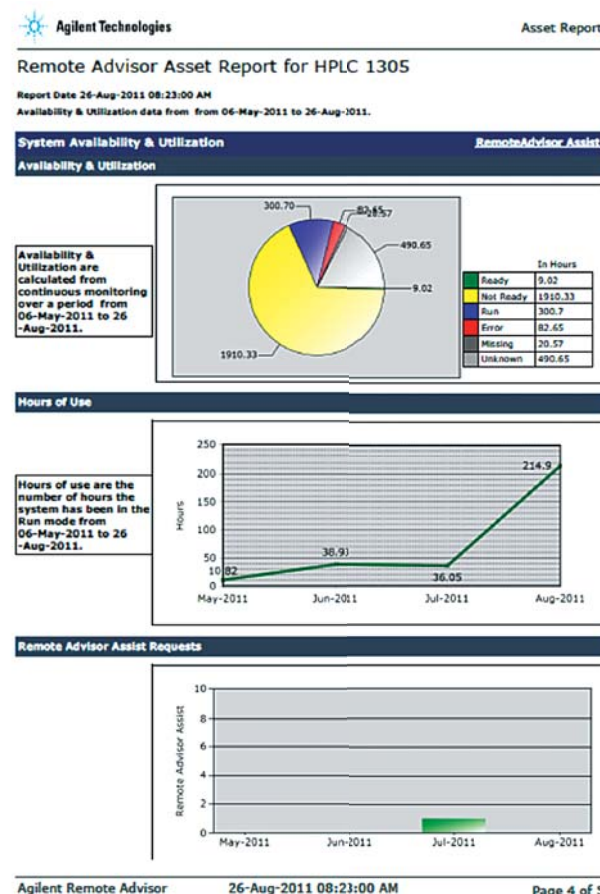
Asset Report

Tracking and measuring equipment effectiveness requires a level of detail and accuracy not possible with traditional paper-and-ink instrument logbooks. In a single report, the Remote Advisor Asset Report gives you a complete overview of your system including:

- Instrument configuration with model numbers, serial numbers and firmware revisions
- Current monthly hours of use and a chart that trends use over the last three months
- Instrument availability and utilization charts that detail hours spent in run mode, ready mode, error mode, or powered off
- Early maintenance feedback results showing maintenance recommendations based on actual use

The Remote Advisor Asset Report shows system use and utilization so you can balance workloads by identifying those systems with high or low usage. With this report you can also monitor and reduce hours of 'Ready' state which wastes solvent and lamp burn time.

Repair History Report

Your lab's instrument service history is a rich source of data that you can use to optimize operational efficiency. With the Remote Advisor Repair History Report, you get complete documentation of all Agilent-performed maintenance, repair, and compliance activities across the lab so you can:

- Protect workflow continuity by adding redundancy for mission-critical systems

- Select additional maintenance or adopt usage-based maintenance strategies to improve system uptime

- Refurbish or replace systems or modules with reliability issues

The Repair History Report reduces the burden of documenting maintenance and repair activities for quality or audit purposes. It also helps identify systems that may require additional maintenance or have reliability issues so you can take action to improve uptime.

Error History Report

A powerful way to reduce waste and workflow disruptions is to eliminate the errors that unexpectedly halt your analysis. Using the Remote Advisor Error History Report, you'll see a list of the most commonly occurring errors in the lab plus a summary of the top five errors by module. With this data, you can prevent errors related to:

- **SOP compliance**, such as errors related to solvent bottles running dry from not being filled according to procedures

- **Training needs**, such as errors from leaks in the column compartment which might indicate the need for additional training on properly changing a column.

- **Maintenance requirements**, such as pressure or flow rate errors that might indicate the need for more frequent replacement of high-wear parts in the sample path.

The Error History Report lists errors on each module so preventive action can be taken.

The Error History Report lists and graphs module errors. In the example above, an ongoing column leak was identified and action was taken to provide additional training on properly changing columns.

Availability and Utilization Report

Improving lab productivity and optimizing your lab's capacity begins with measuring the availability and utilization of your equipment inventory as a whole, as well as the availability of specific instruments within the lab. Automatically collecting data directly from your instruments, the Remote Advisor Availability and Utilization Report provides:

- Total instrument hours available from your inventory, hours of use, and hours out of service

- Laboratory availability and utilization percentages with your inventory as configured
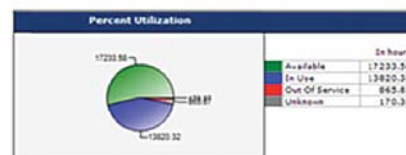
- Peak operating times and daily use averages

- Percentage of time your inventory as a whole spends in unavailable, ready, and run states in order to measure laboratory capacity

- Availability and utilization percentages for each instrument showing the most utilized, least utilized, and least available systems
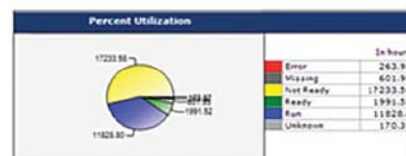
- Percentage each instrument spends in available ready, and run states
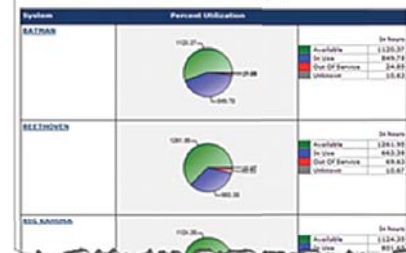
The Availability and Utilization Report can be generated for all instruments in a lab or for specific groups of instruments. You can also define the report to look at a specific time window, from one day up to 6 months in order to see trends that impact laboratory capacity.

Columns Injections Report

Analyzing column injections data provides insight into your workload and laboratory efficiency. With the Remote Advisor Columns Injection Report, you can track and trend the number of daily injections, system injections and column injections. This data will help you to:

• Identify daily workload volatility

• Track the workload on each instrument and review workload distribution across systems

• Track the workload for specific methods based on column injections and identify variation between systems

• Analyze injection metrics to evaluate column performance between manufacturers

Column Injection Report

Organization
Lab
Address

Data from 01-Jul-2010 12:00:00 AM To 23-Sep-2010 09:50:54 AM

Report Date: 23-Sep-2010 09:50:54 AM

Number of Daily Injections — #Injections
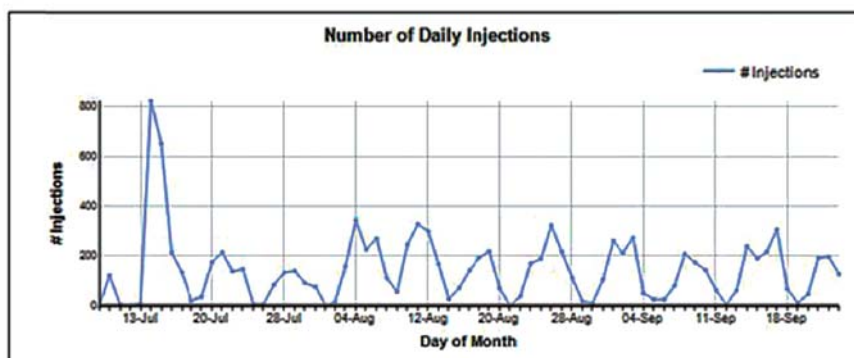
Column Injections Section

Column Serial #	System	Position	Injections
GC Unknown			2396
	GCMS-A		442
		1	221
		2	221
	GCMS-C		1954
		1	977
		2	977

System Injections Section

System	Column Serial #	Position	Injections
GCMS-A			442
	GC Unknown		442
		1	221
		2	221
GCMS-C			1954
	GC Unknown		1954
		1	977
		2	977

The Column Injections Report helps you to identify spikes in daily injections that might impact your workload. It also provides counts on column injections and systems injections to better understand your workload distribution.

Scheduled Services Report

Keeping track of scheduled services such as annual preventive maintenance or operational qualification visits is easier than ever with the Remote Advisor Scheduled Services Report. This report helps you manage maintenance activities and identify systems that are due for annual preventive maintenance or compliance services, helping you to:

- Keep a record of previously delivered services over the last 12 months

- See which instruments are scheduled for upcoming service activity with Agilent

- Ensure your systems are scheduled for required periodic maintenance or compliance services

The Scheduled Services Report identifies all instruments that have not had preventive maintenance (PM) or operational qualification (OQ) within the last eleven months. It also highlights the date and service request number if the service is scheduled.

Required Maintenance Report

Tailoring a maintenance program based on actual use rather than calendar time is now achievable using the Remote Advisor Required Maintenance Report. This report provides a list of modules that have exceeded early maintenance feedback (EMF) counters. The EMF counters reported are:

- LCPump
  - Left/Right Liters Pumped
  - Left/Right Seal Wear
- Autosampler
  - Injections
  - Valve Switches
- Detector
  - Lamp Burn Time
- Column Compartment
  - Valve Switches

The Required Maintenance Report shows the results of early maintenance feedback counters in order to help you plan maintenance based on actual system usage, so you can take action to schedule maintenance activities before breakdowns occur.

- LC Single Quad Mass Spec
  - Channel A/B Callibrant
  - E-Multiplier
  - Gas Conditioner
  - Ion Optics
  - Pump Fluid
  - Selection Valve
- GC
  - Run Counter

Module Movement Report

Sharing a specialized module like a detector among a group of systems is a common practice in many labs, but finding that module when you need it can be a challenge. With the Remote Advisor Module Movement Report, you can now track modules as they move between systems or even outside your lab to other Remote Advisor connected systems. The report tracks:

- Date, time, system, and lab the module moves within

- Date, time, and lab where an instrument is moved

Module Movement Report

Report Date 02-Nov-2010 07:45:42 AM
Data from 01-Aug-2010 12:00:00 AM To 31-Oct-2010 11:59:59 PM

Module	Model #	Serial #	Moved From			Moved To			
			Lab	Gateway	System	Lab	Gateway	System	Time (GMT)
LC Pump	G1312B	DE60555502							
			ATO ChemStation C	USTOIC-LRM-RA3	Cayman	ATO ChemStation A	USTOIC-LRM-RA1	Cayman	08/09/10 6:9:49 PM
LC Als	G1329A	LP60555000							
			ATO ChemStation C	USTOIC-LRM-RA3	Cayman	ATO ChemStation A	USTOIC-LRM-RA1	Cayman	08/09/10 6:9:51 PM
LC Col Comp	G1316B	DE60555502							
			ATO ChemStation C	USTOIC-LRM-RA3	Cayman	ATO ChemStation A	USTOIC-LRM-RA1	Cayman	08/09/10 6:9:54 PM
LC Det	G1365C	DE60555138							
			ATO ChemStation C	USTOIC-LRM-RA3	Cayman	ATO ChemStation A	USTOIC-LRM-RA1	Cayman	08/09/10 6:9:56 PM
LC Mass Spec	G6140A	US64860119							
			ATO ChemStation C	USTOIC-LRM-RA3	Cayman	ATO ChemStation A	USTOIC-LRM-RA1	Cayman	08/09/10 6:10:28 PM

The Module Movement report tracks instrument and module movement. Module movement is tracked both within laboratories and across laboratories, helping you to keep track of critical modules.

Other Remote Advisor Features Included in the Advantage Silver and Gold Plans

In addition to the Remote Advisor Reports feature, Advantage Silver and Gold plan holders can also use Remote Advisor Assist to receive real-time remote diagnostics from Agilent Contact Center professionals, and Remote Advisor Alert to setup proactive notifications via text or email that alert users when systems need attention or maintenance thresholds are reached.

Request Connection to Remote Advisor

Remote Advisor is already included in Agilent Advantage Silver and Gold service plans. There's no additional fee to connect and no ongoing charges for access during your coverage period. Connection is quick, simple, and secure. Don't miss out on this valuable part of your service agreement!

Contact us today to schedule your connection. Visit **www.agilent.com/ chem/advisor-reports**

By clicking the Remote Advisor icon on your computer desktop, you can submit a service request without spending time in phone queues – an Agilent support engineer will call you back for real-time support.

www.agilent.com/chem/advisor-reports

Agilent Technologies