



Agilent CrossLab Connect

Intelligent Insights for Peak Performance



Contents

If you're like most Agilent customers...

...your lab is likely under increasing pressure to meet ever-changing goals: to increase throughput, to reduce turnaround time, to cut costs, to improve environmental sustainability– all while maintaining the data quality that keeps your customers coming back to you.

So where do you start?

With all the demands on your lab, it can seem impossible to find the time to collect all of that information– never mind finding a way to organize and analyze it in order to uncover actionable insights.

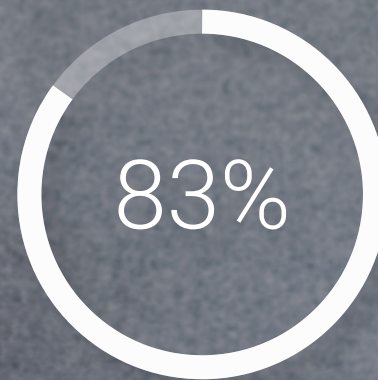
But more and more lab leaders agree: **it's time to make time.**



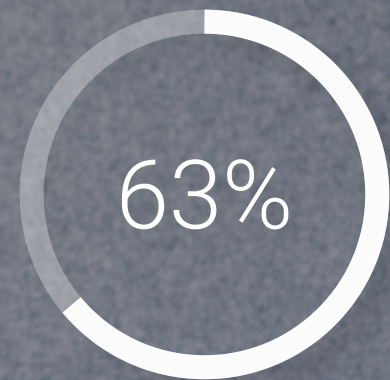


What you need is a comprehensive view...

...of your lab's workflows, service agreements, inventories, and fleet composition and health— all in one place— so it's easy to assess your efficiency, productivity, cost, and sustainability baselines and identify areas for improvement.



83% of laboratory leader respondents believe their **workflows need optimization**.



63% would welcome new innovations to **increase efficiency**.

Gain insight

The AI powering CrossLab Connect provides deep, granular insights for exceptional operational visibility into your lab: at the level of an individual instrument, parallel automation lines, complete workflows, or an entire facility.

Take action

Agilent developed CrossLab Connect for our customers who are ready to take action quickly. It's the only software suite that doesn't just give you information about what's happening in your lab— it uses Agilent's unique AI capabilities to integrate it and perform advanced analytics.



Imagine always having a real-time view...

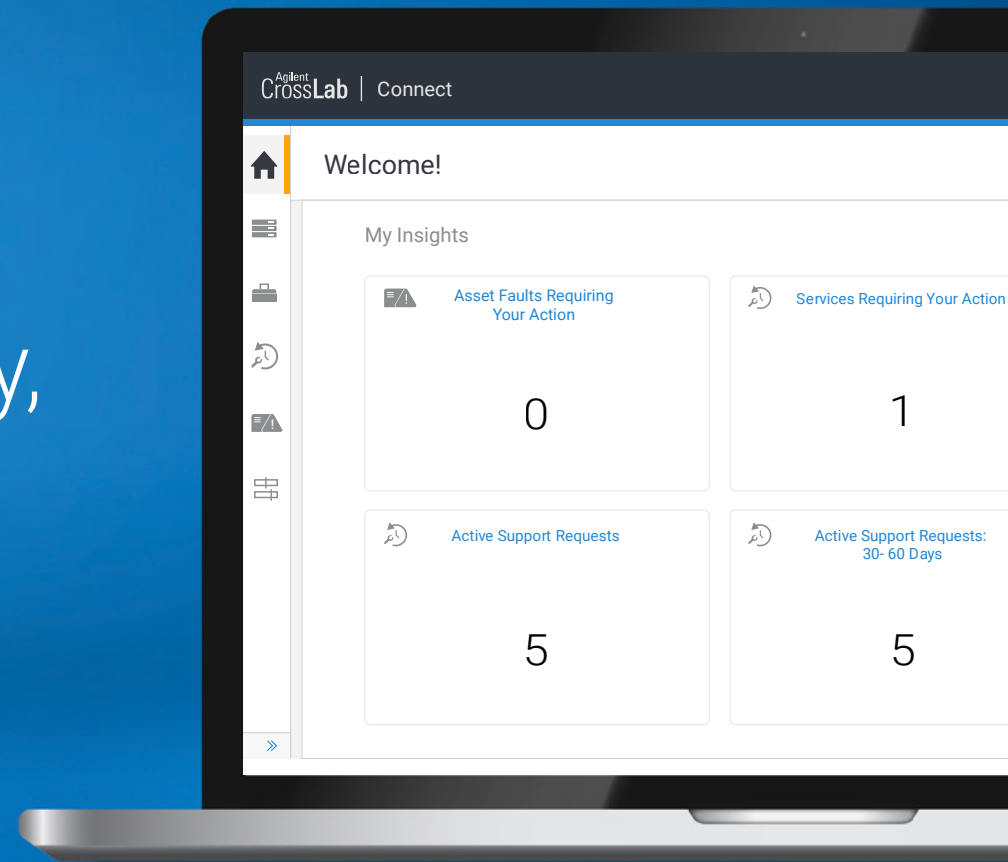
...of your lab's performance– and an AI assistant to help you identify trends and highlight opportunities to increase productivity, reduce costs, mitigate risk, and improve sustainability.




That's CrossLab Connect.



Lab productivity,
optimized





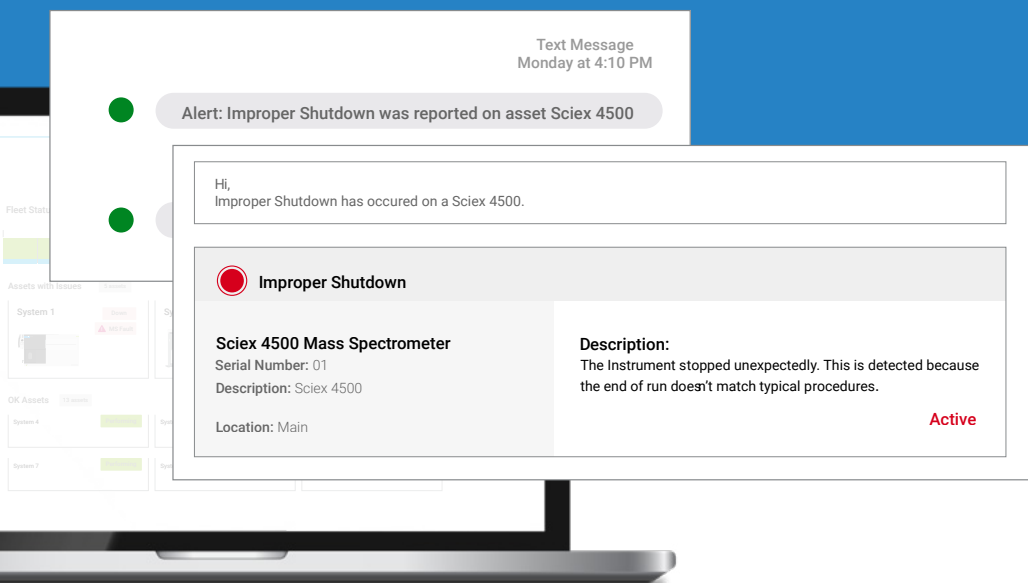
The most common goal laboratories have is increasing their productivity.

But without knowing your productivity baseline and what factors are impacting it, you risk overextending your staff as they try to simply run more samples. Even worse, you may miss opportunities for systems, workflow, and/or fleet improvements that would have greater impact.

With CrossLab Connect, you're better equipped to gather data on all aspects of your operations, from workflow efficiency to equipment health and utilization rates— and you'll have the insights and tools to address any issues.

A better plan for unplanned downtime

Every instance of downtime means lost productivity. CrossLab Connect gives you a comprehensive view of any faults, so that you can take action quickly. You'll have the information you need to manage instrument maintenance and load-balance your fleet— decreasing your lab's unplanned downtime.



CrossLab Connect's combination of immediate reporting of current faults— so they can be addressed quickly— and consolidation of historical fault data— so problem instruments can be flagged for maintenance— helps you minimize your lab's downtime and optimize operational spend.

For example, if an instrument stops unexpectedly, CrossLab Connect will immediately send email and text alerts to lab personnel.

All faults, past and present, are consolidated into a report that enables users to identify patterns and address ongoing issues via proactive maintenance.

Smart Alerts Faults

Assets	Model #	Serial #	Fault Description	Occurrence
7890B Gas Chromatograph GC System	G3340B	CN12273003	Oven shut off	2:50:17
7890B Gas Chromatograph GC System	G3340B	CN12273003	Hydrogen shutdown	6:32:21

Uncover hidden hurdles

An operation-wide view of instrument usage by day, time, type, and more helps you identify and address workflow bottlenecks. You'll also have the information you need to load-balance your fleet and improve instrument utilization– which optimizes your throughput and workflows.

Customizable alerts let you know immediately when there is extended idle time between runs.

11:00-12:00 - 2 Assets with Alerts

	2 Warnings	2 Warnings
● 1	Machine Idle Plasma Usage	Agilent Technologies ICP-MS 7900 SG21223005 MS134
● 1	Machine Idle Plasma Usage	Agilent Technologies ICP-MS 7900 SG21203089 MS133

A deeper understanding of when an instrument is idle versus running samples helps you reschedule your workflows and increase throughput.

In this case, an instrument was on standby from 9:00 AM to 1PM (red bar).

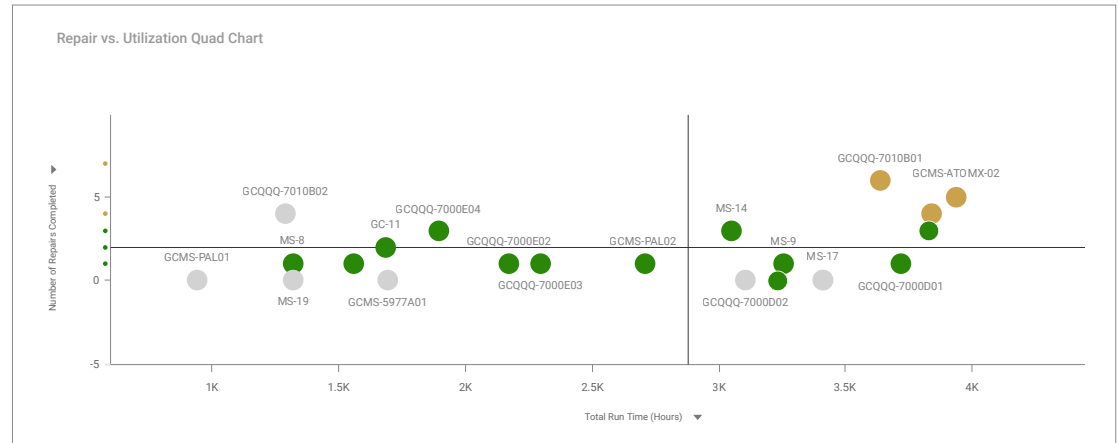


Help your lab become its best self

Inventory and usage data, combined with service and repair history, helps you make investments where necessary or retire unneeded assets.

Dashboards help you compare repair rates vs utilization.

High use, high repair instruments might need to be prioritized for service or replaced. Low use, low repair instruments could potentially be retired or sold.



Risk Profile							
System Handle	Number of Repairs	Repair Downtime	Is Contracted	System Age	End of Guaranteed Support Date	% Days Used	Unweighted Risk Total
GCQQQ-7000E04	14	40	Yes	13.2	2026		13
MS-9	7	56	No	1.0	2030		11
GCQQQ-7000C	6	24	Yes	5.4		47.4%	11
MS-14	3	9	Yes	7.7	2030	87.4%	11
GC-5	3	11	Yes	16.4	2028	68.6%	10
GCMS-ATOMX-02	4	6	Yes	18.5	2030	62.8%	9

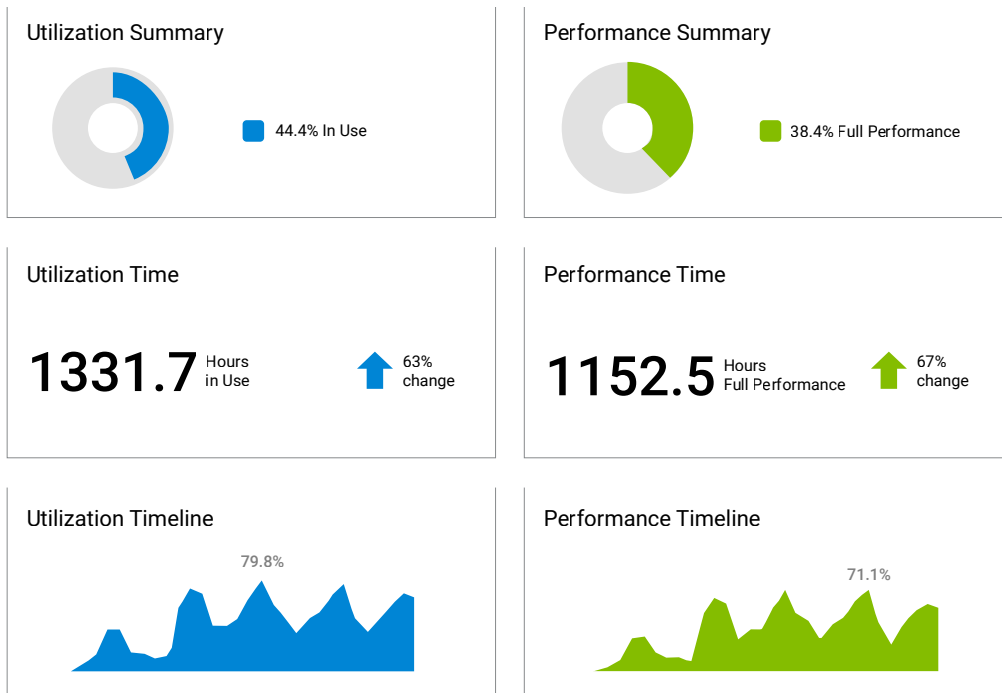
More detailed metrics for selected instruments, including number of repairs, amount of downtime, system age, and more allow you to take data-driven action about at-risk assets, whether that is priority service, replacement, retirement, or sale.

By identifying at-risk instruments and the reasons why they are in that category, you'll be able to invest thoughtfully, optimize your fleet composition for your needs, help keep your instruments running, and even raise capital by selling low-use instruments that are in good condition.

Building on improvements

Once you've made changes to improve your lab's productivity, CrossLab Connect's real-time analytics enable you to keep track of the results and adjust accordingly.

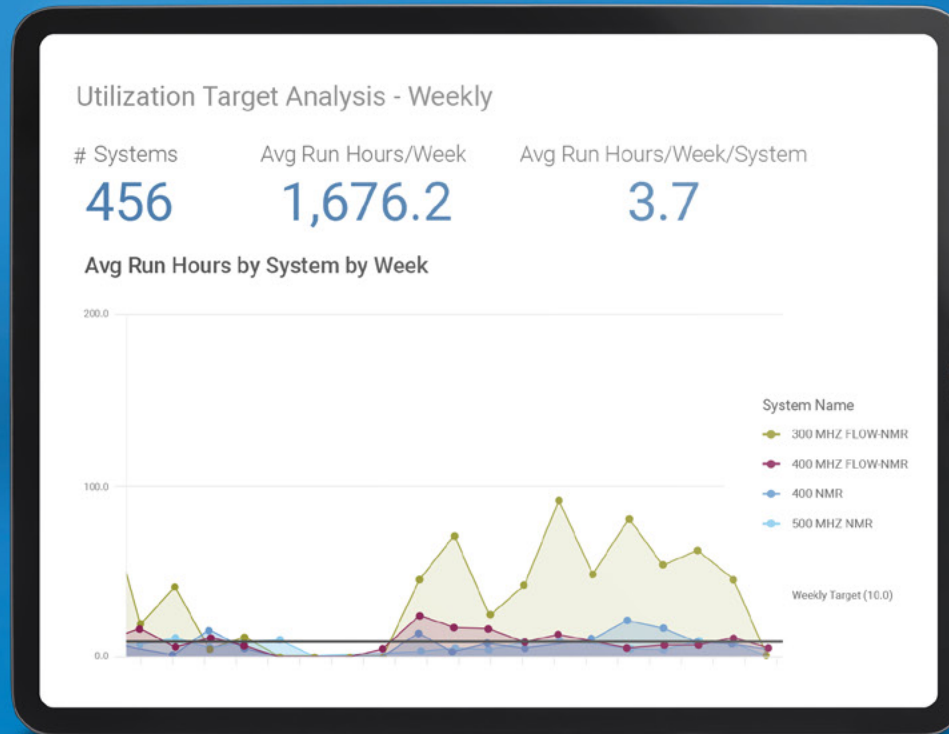
Customizable dashboards allow you to review utilization (instruments in use) and performance (instruments actively processing samples) data and monitor recent trends.



The AI-driven data analysis capabilities of CrossLab Connect give you the tools and insights you need to measure your lab's baseline productivity— and determine the best, data-driven actions you can take to improve it. Once you've minimized downtime, reduced workflow bottlenecks, and optimized your fleet's composition and health, you'll be able to quickly access performance metrics to keep tabs on your progress.

CrossLab Connect: The wide-ranging, deep insights you need to reach new heights of lab performance.

 **Controlling cost—**
without compromise

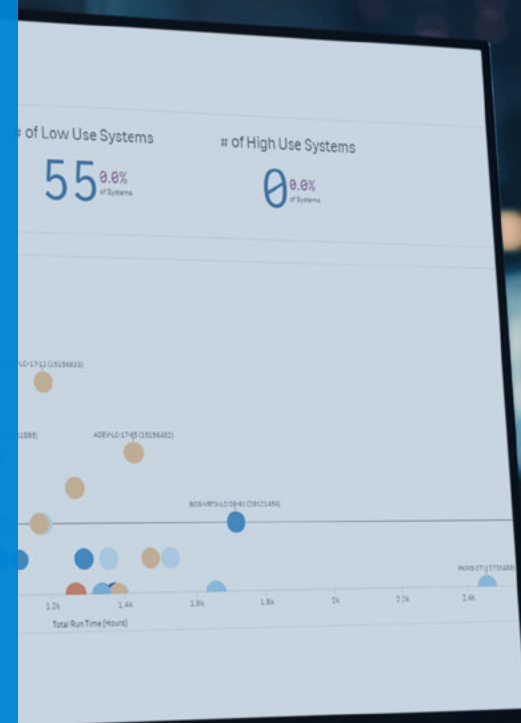


Cost optimization is a critical goal for every laboratory.

Labs are implementing fleet management and maintenance programs with the aim of minimizing instrument downtime and optimizing the use of their fleet. These strategies will enable your lab to run more samples in the same amount of time— increasing your ROI.

But if you can't be sure what's costing you the most, or why, you won't be able to make fact-based decisions. Instrumentation-based factors like inefficient utilization or excessive repair time can be difficult to distinguish from staffing factors like training expenses or non-optimized workflows.

CrossLab Connect gives you control over your operational and capital costs by giving you a complete view of your lab— from fleet utilization, to maintenance and instrument refresh needs, to workflow bottlenecks— so that you can reduce costly downtime, optimize your processes, and effectively manage your expenses.

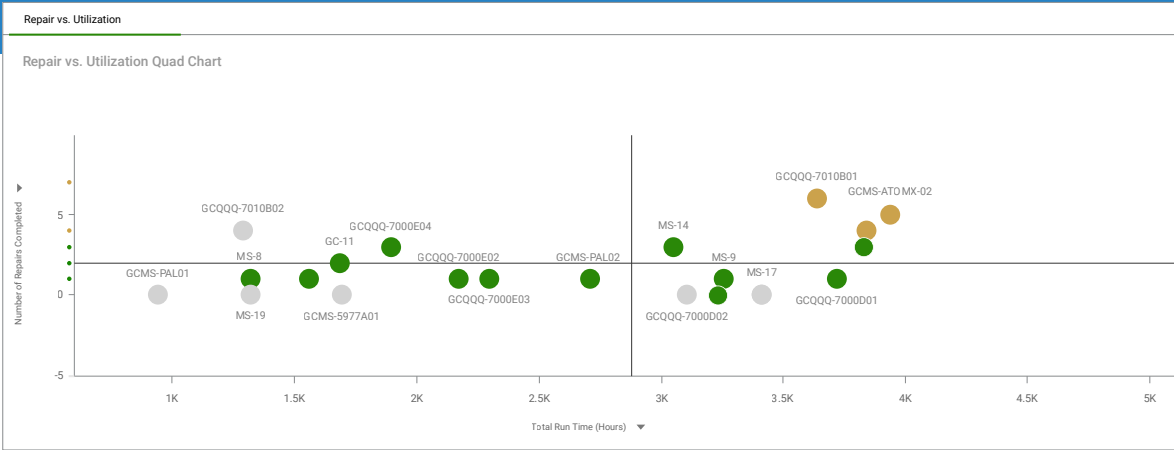


Smart choices for your fleet

Service, repair, and usage analytics help you decide what to keep, what to replace, what to repair, and what to retire.

Detailed, periodic reports include AI-powered intelligent insights which help you identify instruments that are less reliable, should be prioritized in the maintenance cycle, or may need replacement.

In this dashboard, instrument usage is mapped against number of repairs for quick identification of high-use, high-repair instruments that would be candidates for replacement (yellow dots), as well as low-use, low-repair instruments that could be retired and sold (lower left grey dot).



A more detailed view of your fleet allows you to evaluate each instrument's risk profile; taking into consideration its age, number of repairs, service contract status, and more.

Risk Profile							
System Handle	Number of Repairs	Repair Downtime	Is Contracted	System Age	End of Guaranteed Support Date	% Days Used	Unweighted Risk Total
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Save on every run

Optimizing your fleet usage minimizes your consumable, reagent, and energy costs.

This dashboard shows that an instrument's pump is running for an extended period while not processing samples (red bar)– wasting reagents and money. Addressing issues like this one help you save on reagents and consumables.

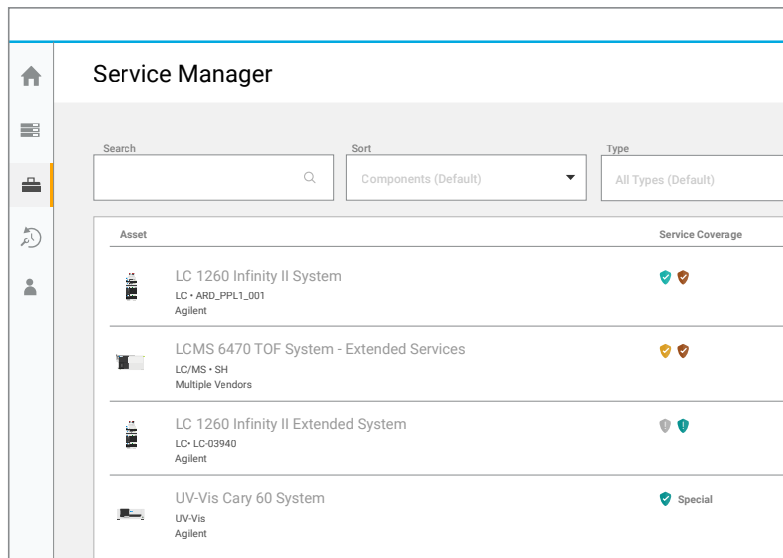
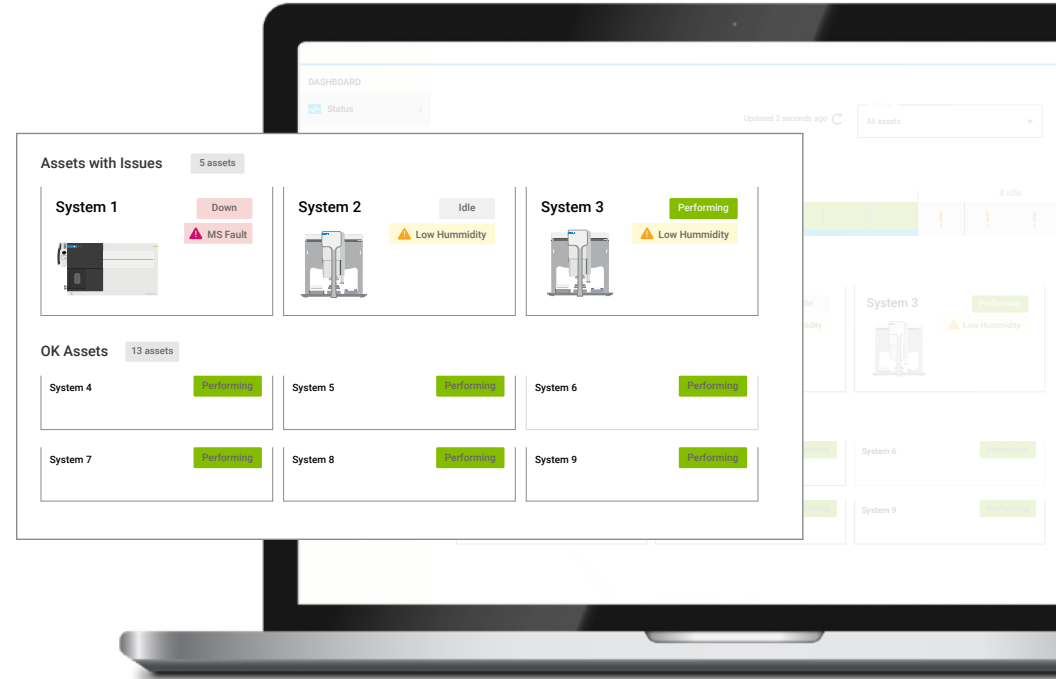


Maintenance that makes sense

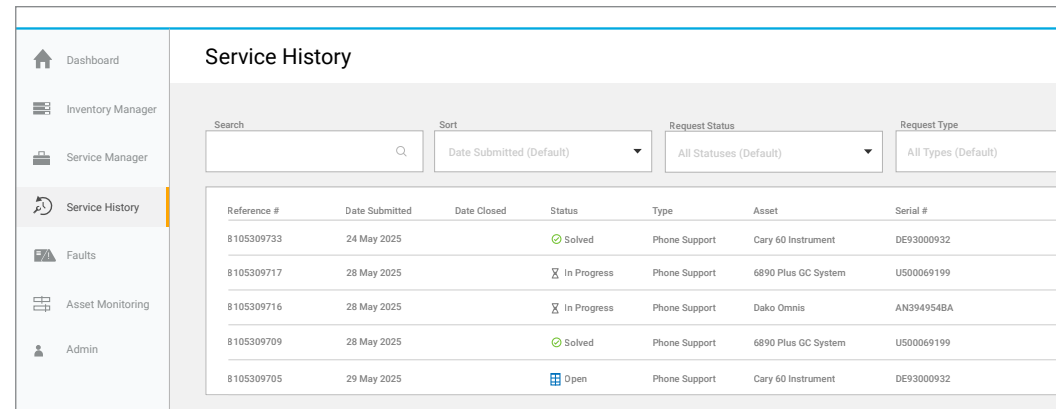
A proactive service and preventative maintenance strategy helps you avoid unexpected downtime and expensive repairs, while also allowing you to pivot to usage-based rather than schedule-based maintenance and reduce unnecessary maintenance costs.

Real-time fault alerts help you take action quickly to avoid downtime.

The Service Manager dashboard allows you to view and control all of your service activities and contracts in one place, so you can right-size your contracts and plan maintenance according to your specific needs.



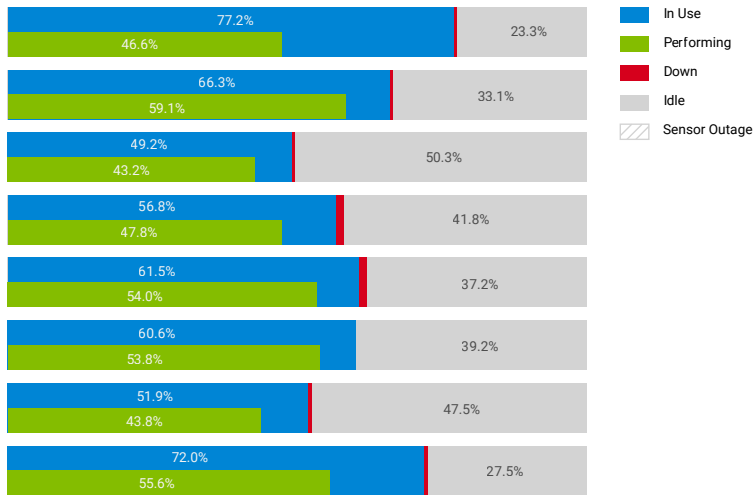
Historical service data helps you identify trends and implement usage-based maintenance.



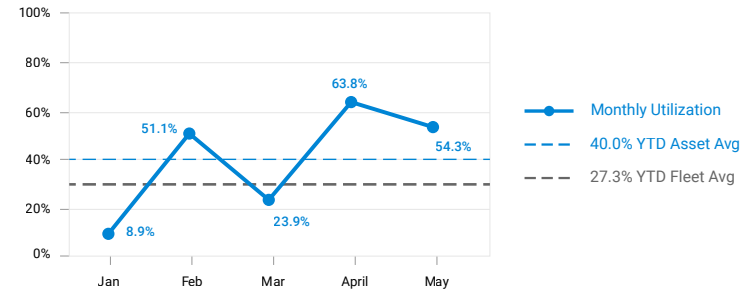
Stop waste before it starts

Fewer repairs, right-sized service contracts, streamlined workflows and smart consumable ordering– all enabled by CrossLab Connect– help you avoid unexpected and unnecessary expenses. But beyond that, you’ll have detailed utilization metrics that help you evaluate your entire fleet and identify redundant instruments. Retiring them saves on operating costs, and your lab could generate capital from selling them.

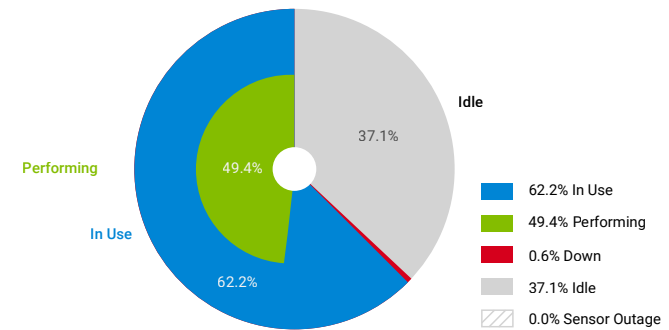
Viewing usage by asset allows you to identify instruments with lower-than-average utilization at a glance.



Digging deeper gives you a comprehensive risk profile for each instrument, so you can identify assets that should be replaced, retired, or sold.



Examining month-over-month usage trends help you identify issues: in this case, a dropoff in fleet utilization.



You’ll see an overall view of your lab’s performance by month and by day: In this case, 37% of the fleet is idle at any given time during the month.

System Handle	Number of Repairs	Repair Downtime	Is Contracted ^a	System Age	End of Guaranteed Support Date ^a	% Days Used	Unweighted Risk Total
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GC-5	3	11	Yes	16.4	2028	68.6%	10

Risk mitigation is an ongoing priority for any analytical lab.

Without comprehensive, factual insights about fleet usage, service history, and workflows, risk can only increase. It's more difficult to identify underperforming or unreliable instruments, establish the right maintenance and service schedule to avoid failures, or make the business case to refresh your fleet with newer assets.

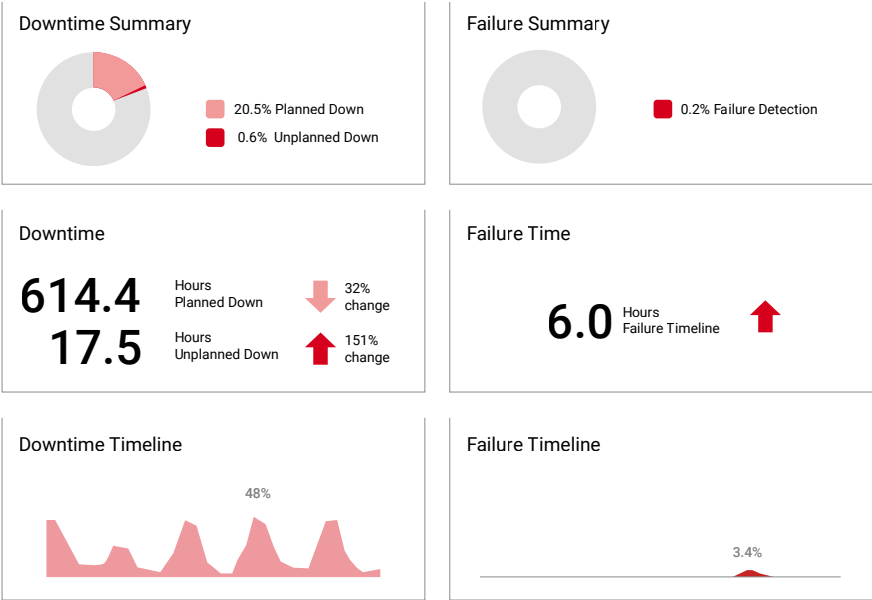
CrossLab Connect mitigates risk by giving you comprehensive visibility into your lab's asset utilization and instrument health.

Leverage data insights to ensure optimal service coverage and identify sources of risk in your fleet. Empower your staff with the data needed to make informed purchase decisions. Protect your lab's reputation by ensuring your fleet is ready to deliver the results your customers expect.



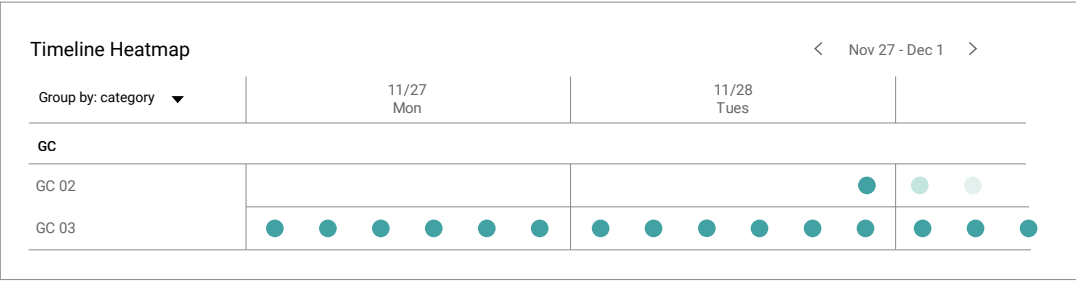
Operational excellence, every day

With the visibility into your fleet utilization and workflows provided by CrossLab Connect, you'll be able to streamline your processes for fewer errors and more productivity.



At-a-glance views of utilization, performance, downtime, and failures help you identify potential issues quickly and take action. In this case, unplanned downtime has increased over the reporting period, indicating a potential instrument issue.

Deep insights into utilization patterns for each asset help you load-balance your fleet; optimizing your workflows and reducing dependency on a single asset. This heatmap shows heavy usage of GC 03, while GC 02 is underutilized. Redistributing some of the load from GC 03 to GC 02 will reduce the risk to operations should GC 03 fail, as well as likely increase throughput.



Protect your bottom line

The efficiencies enabled by CrossLab Connect help you streamline operational expenses– but its greatest impact may be in reducing unexpected expenditures due to repairs, replacements, and extended downtime. With proactive service, maintenance, and replacement strategies enabled by CrossLab Connect’s deep insights, it’s easier than ever to keep your fleet running smoothly and efficiently.

A comprehensive view of service records helps you find patterns and identify instruments at risk. Via this list, we see that users of a Cary 60 instrument have needed frequent phone support. Determining the cause (instrument problems, a need for training, etc) allows you to take action quickly and avoid costly downtime.

A comprehensive view of each asset’s overall risk profile allows you to determine which instruments should be retired or replaced before they fail.

Centralized service contracts give you the information you need to optimize your proactive service and maintenance strategy and keep your fleet in good repair.

The screenshot displays the CrossLab Connect dashboard with three main sections:

Service History

Reference #	Date Submitted	Date Closed	Status	Type	Asset	Serial #
I105009723	24 May 2025		Solved	Phone Support	Cary 60 Instrument	DE9300932
I105009717	28 May 2025		In Progress	Phone Support	6890 Plus GC System	U500069199
I105009716	28 May 2025		In Progress	Phone Support	Duke Omnis	AN9340548A
I105009709	28 May 2025		Solved	Phone Support	6890 Plus GC System	U500069199
I105009705	29 May 2025		Open	Phone Support	Cary 60 Instrument	DE9300932

Risk Profile

System Handle	Number of Repairs	Repair Downtime	Is Contracted	System Age	End of Guaranteed Support Date	% Days Used	Unweighted Risk Total
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MS-9	7	56	No	1.0	2030		11
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MS-14	3	9	Yes	7.7	2030	87.4%	11
GC-S	3	11	Yes	16.4	2028	68.6%	10
						62.8%	9

Service Manager

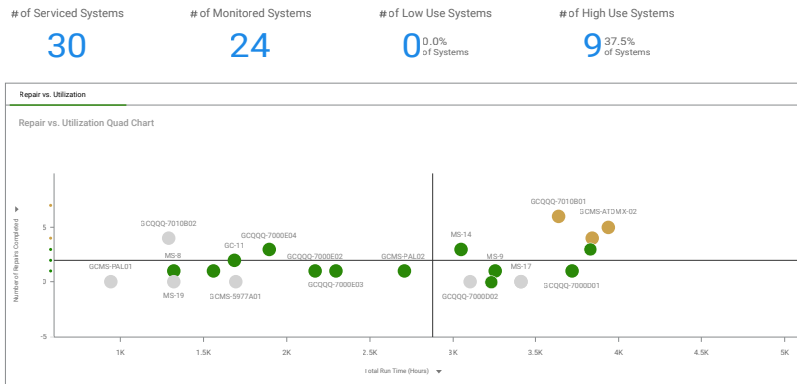
Asset	Service Coverage	Location	Components
LD 1260 Infinity II System LC - ARD_PPL1_001 Agilent	Special		8 •
LDMS 6470 TOF System - Extended Services LCMS- 01 Multiple Vendors	Special		8 •
LD 1260 Infinity II Extended System LD-LC0940 Agilent	Special		6 •
UV-Vis Cary 60 System UV-Vis Agilent	Special		6 •

Plan with confidence

The deep insights you'll gain from CrossLab Connect help you make data-driven decisions about long-term business planning, as well as day-to-day operations. You'll stay ahead of your competition with a proactive approach to workflows and fleet management– in the present, and into the future.

Compare repair rates versus utilization metrics for each asset at a glance– helping you determine what to retire, repair, replace, or sell.

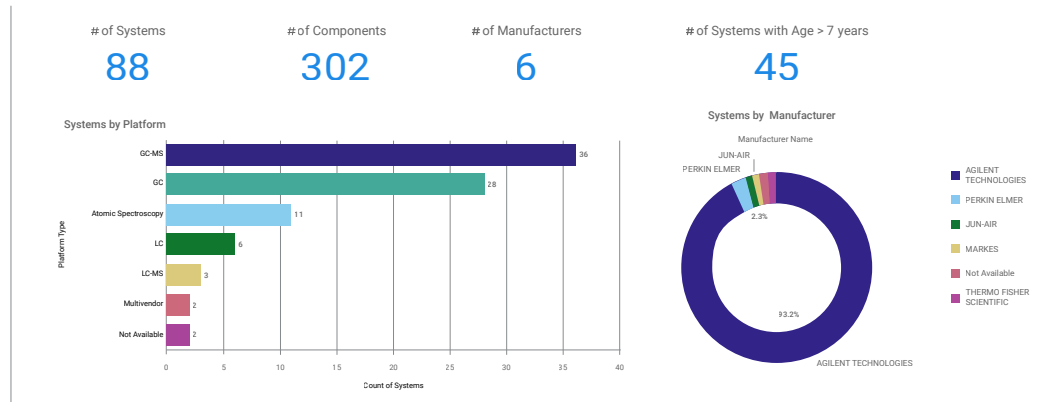
CrossLab Connect will even suggest actions to take to address current instrument issues and help you plan for the future.



of Serviced Systems: 78
 # of Monitored Systems: 58
 # of Low Use Systems: 6 (10.3% of Systems)
 # of High Use Systems: 9 (15.5% of Systems)

Repair vs. Utilization Quad	Actions Suggested per Quad
High Repair Low Utilization Investigate low utilization Reliability: Consider service contract or entitlement review Functionality: Replace or Redeploy Training: Review training opportunities	High Repair High Utilization Consider service contract or entitlement review Look for additional capacity Redistribute workload to other instruments
Low Repair Low Utilization Dedicated instrument Available capacity	Low Repair High Utilization Steady Consider method transfers to plan for future capacity needs

Demographics dashboards allow quick views of your fleet by instrument platform, age, and more– allowing you to plan for refreshes and new applications/revenue streams based on actionable data.

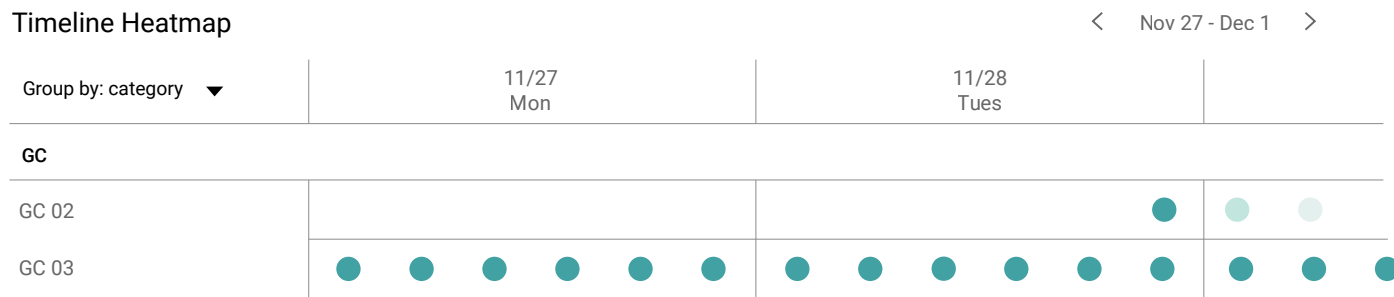


Safeguard your good name

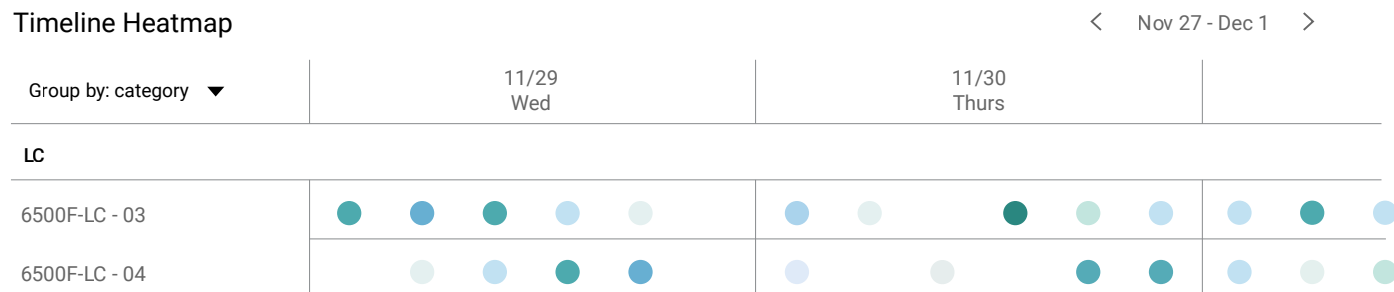
Meeting your customers' expectations is vital to your lab's reputation. Delays, errors, or downtime can damage your standing in a highly competitive field.

With CrossLab Connect, you'll have the data and insights you need to proactively manage instrument maintenance, address workflow bottlenecks, load-balance your fleet, and gain full visibility into your operations.

This heatmap shows low utilization of one GC and high utilization of another. Moving sample runs to the under-utilized GC from the overused one can increase throughput and reduce turnaround time.

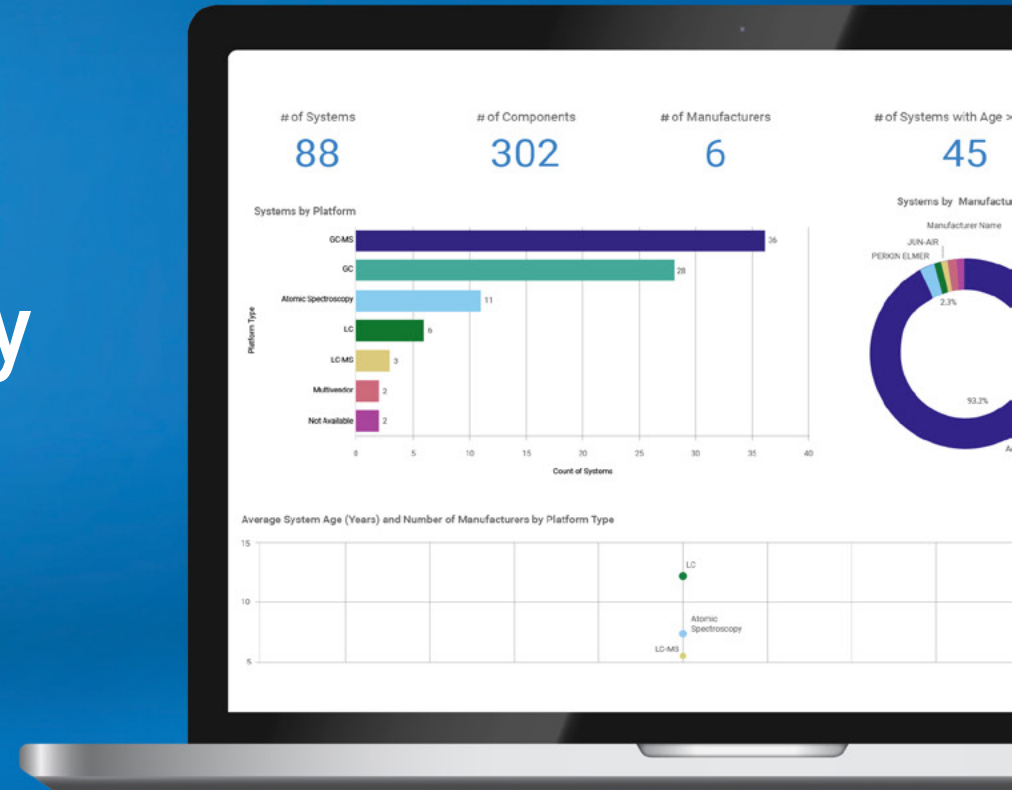


In this heatmap, we see very high utilization of one LC on Thursday afternoons (dark dot), indicating a potential workflow bottleneck and high-risk failure point. Load-balancing the LCs will help avoid delays.





Take **sustainability**
to the next level





A more efficient lab is a more sustainable lab.

More analytical labs are seeking to improve their environmental sustainability, while maintaining their throughput and data quality.

But improving environmental stewardship requires a proactive, data-driven approach. And for that, you need better visibility into lab operations—specifically, your consumption of energy, consumables, gas, solvents, water, reagents, and more— to establish an overall baseline for the lab's current consumption.

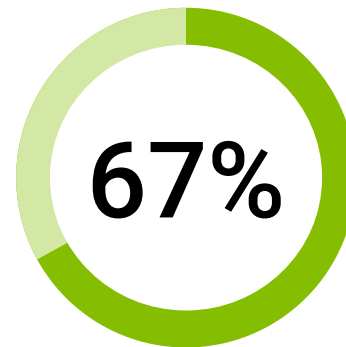
CrossLab Connect captures, analyzes, and interprets that data to identify opportunities for improvement – for example, the impacts your fleet composition and unplanned downtime both have on your lab's efficiency.

Take the next step towards your sustainability goals with CrossLab Connect.



Sustainability = Efficiency

CrossLab Connect empowers you with the information you need to improve your lab's efficiency— and by doing so, become more sustainable.



67% of lab managers stated that the most common reason for being positive around sustainability was **improved efficiency of the lab.**

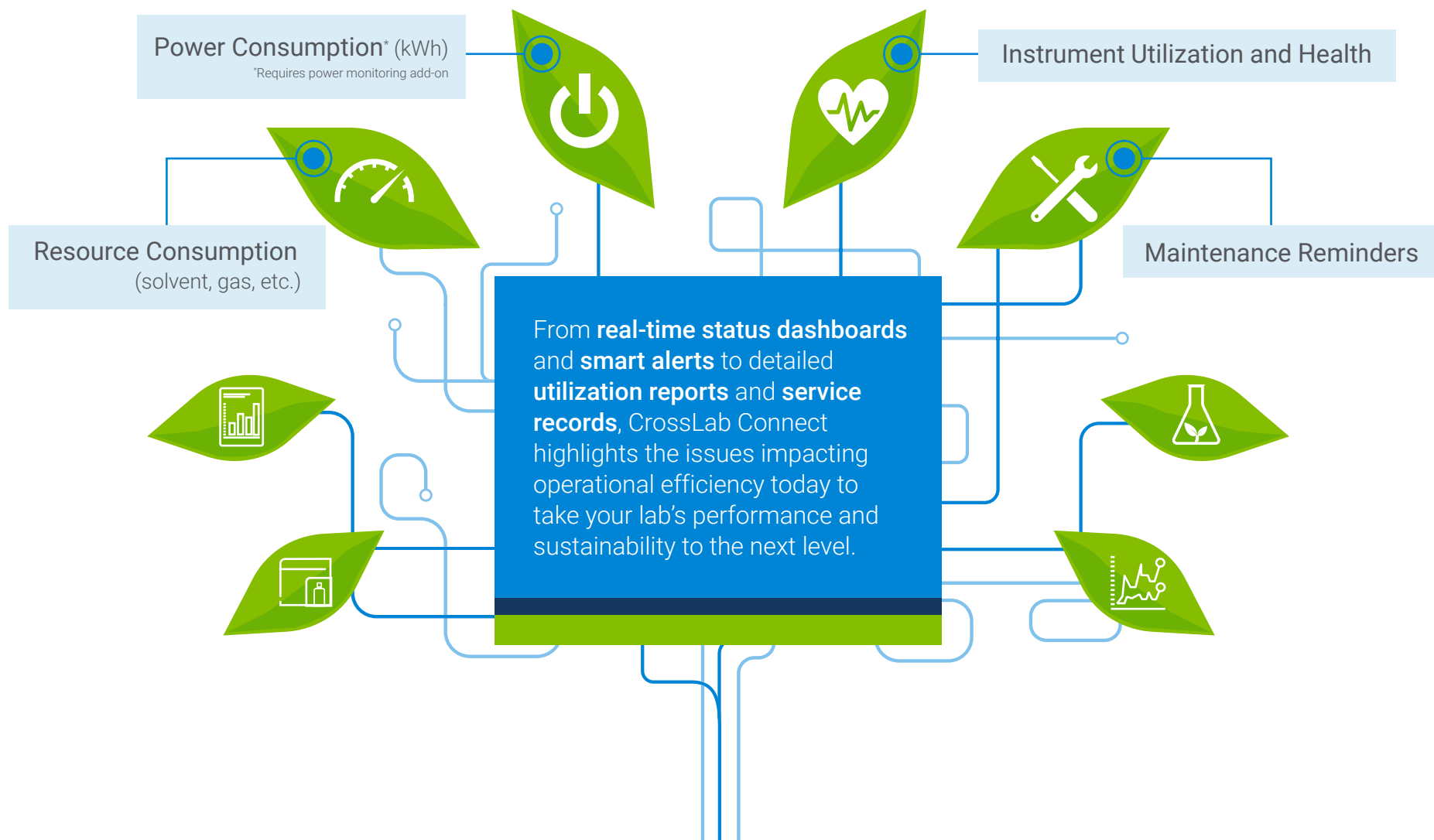
*2023 Frost & Sullivan Sustainability Survey



Environment + Energy Leader has recognized CrossLab Connect as a **Software and Cloud Product of the Year.** These awards highlight solutions that drive measurable progress in sustainability, energy efficiency, and operational performance.

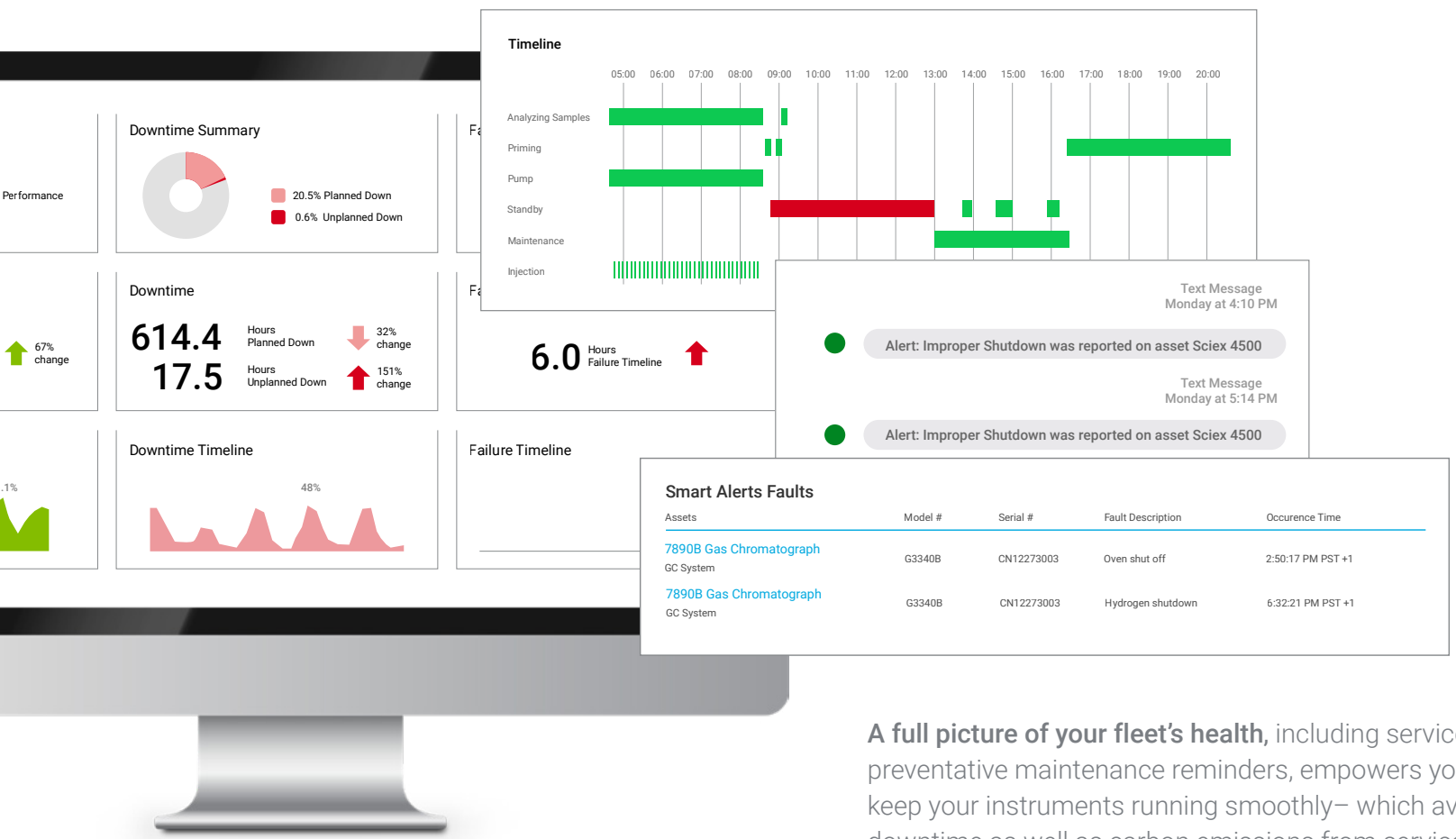
Sustainability gains across the lab

The deep insights you'll gain with CrossLab Connect into the health, utilization, consumption, and preventative maintenance needs of your fleet allow you to pinpoint areas of operational inefficiency and address them. Later, the same metrics can be used to monitor your progress toward your sustainability goals.



Zero in on the real culprits

A leading environmental testing laboratory used CrossLab Connect to identify a key lab inefficiency: ICP-MS instruments that frequently sat idle while consuming argon. Minimizing those idle periods reduced the lab's argon consumption by 10% and saved \$2500 per instrument per year. Lab-wide, the savings was about \$75,000.



A full picture of your fleet's health, including service records and preventative maintenance reminders, empowers you to plan ahead and keep your instruments running smoothly— which avoids wastage due to downtime as well as carbon emissions from service engineer visits.

An ideal partnership

As your trusted service partner, Agilent does not follow a one-size-fits-all approach. Instead, we strive to understand the unique challenges of each business we work with, and use our experience and insight to tailor a solution that is right for your lab. Our unrivaled expert guidance and AI-powered CrossLab Connect services make us the right partner to help your lab achieve its goals— by turning analytics into action.

Each day, Agilent customer success managers guide customers like you on their journey toward lab operations excellence.



Advocating for Customers

We seek feedback, listen to pain points and relay this information to product teams so the product evolves with your needs.



Partnering for Results

Each day, we guide customers like you on their journey toward lab excellence. Trust our expertise in lab performance in your quest for precision results.



Onboarding and Guiding

Our personalized guidance and training help you understand features, best practices, and ways to maximize value.



Understanding Outcomes

We share tips, tricks, and best practices, helping you fully utilize the product to achieve better outcomes.



Engaging Proactively

We actively monitor your account, identifying potential problems early and addressing them promptly in order to minimize disruptions and ensure a positive experience.



Optimizing Utilization

Whether it's reducing risk, or improving productivity, mitigating risk, reducing cost, or improving sustainability, we provide the expert guidance you need to reach your goals.

Your lab operations partner

Learn how CrossLab Connect's suite of digital asset management tools can help your lab increase productivity, reduce costs, mitigate risk, and improve sustainability as a part of your comprehensive CrossLab service program.

Connect your lab today



Agilent CrossLab Connect

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This information is subject to change without notice.

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