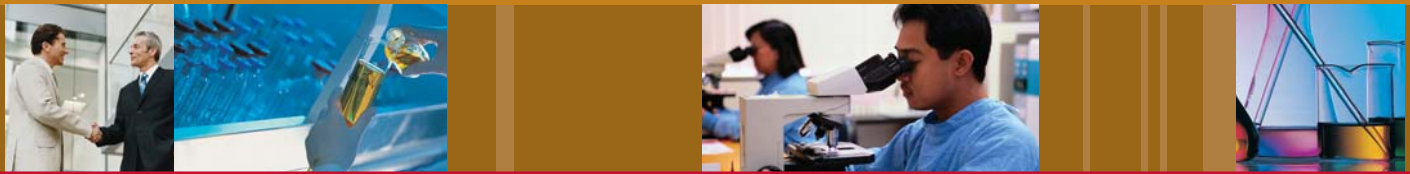


# Personalized support to keep you operating at top efficiency.

LabCentrix<sup>SM</sup>  
Customer  
Care



LabCentrix<sup>SM</sup> Customer Care is built on two factors. We understand how your lab works. And we understand you can't afford any downtime. Our aim is to provide a rapid, knowledgeable response to your every need and issue. So we completely tailor our support services to you—the technologies you have in place, how they're configured, how they integrate with other solutions and instrumentation, and how they figure in your users' workflows and interactions.

## LABCENTRIX<sup>SM</sup> CUSTOMER CARE GOES THE EXTRA MILE TO SUPPORT YOUR SUCCESS.

The LabCentrix Customer Care offering provides truly personalized support services. We take extra measures to ensure the quick response you need to keep your lab operating at top efficiency:

### Whole-solution Support

Customized, highly configured solutions—ones that are integrated with a number of other components—demand more detailed support than most technology providers deliver. We go beyond the limits of core-technology support. We invest the time to gain an intimate knowledge of your LIMS systems so our comprehensive whole-solution support covers your entire system, including integration points, custom software and other vital aspects of your automation configuration.

### On-site Reviews

To ensure that we maintain up-to-date knowledge of your lab's technology solutions, LabCentrix conducts quarterly reviews at your site. During these meetings, we explore any user issues and enhancement needs and determine how well the system is meeting the lab's growing requirements.

### Web-based Collaborative Portal

We offer a customer-service portal that provides named users with unlimited access to 24/7 automated Customer Care assistance.

### Lab-specific Knowledge Base

We can maintain a comprehensive, current database of your entire solution. Resident in our Customer Care center, this resource enables us to maintain visibility into how your system is currently configured and operating so that we can expedite issue resolution. We

also build a valuable source of lab-specific information such as tips and FAQs. This knowledge base is searchable by your users.

### Global Knowledge Base

Clients can visit our global knowledge base for general information about topics such as LIMS software functionality, lab informatics, product reviews, product updates, industry developments, regulatory requirements and other timely intelligence.

### Automated Issues Reporting & Tracking

The collaborative portal provides an easy tool for reporting issues, tracking resolutions and managing enhancement requests.

### Complete Issue Visibility

LabCentrix Customer Care experts and clients are able to check the status of their issues on a 24/7 basis. A detailed message history accompanies every service case received, while automated trouble-ticket tracking enables fast online access to both active and closed cases. By reviewing problems addressed previously, our clients are empowered to resolve some issues independently. Additionally, access to closed cases, solved problems and user requests help you prioritize and manage issues.

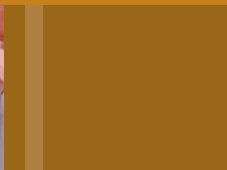
### Online Quarterly Assessments & Reports

LabCentrix provides you with quarterly reports of all enhancement requests made by your users. Based on these tallies, we provide estimates for implementing additional capabilities. These reports and assessments help you budget improvements to keep pace with the growing needs of your user base.



“The critical components for good support include knowledge of a lab’s specific systems, the ability to solve a problem and the tools to speed issue resolution.”

Business Lead, Fortune 500 Pharmaceutical Company



LabCentrix<sup>SM</sup> Customer Care gives you a responsive 24/7 support tool for logging support issues, prioritizing enhancement requests, managing support costs and communicating with our support team.

## SUPPORT OFFERINGS TAILORED TO FIT YOUR NEEDS.

To provide support in ways that are most effective for you, LabCentrix offers a variety of support levels. You can select any combination of these options to satisfy your operational requirements and user needs.

### End-user Support

LabCentrix can provide a variety of end-user support solutions based on your preferences. Packages are driven by the number of users you wish to support and can include your entire user

### On-site Support

LabCentrix can provide on-site personnel with the skills you need to augment your IT staff. And, if your system is inoperable at any time throughout the year, LabCentrix will dispatch a Customer Care expert to your site. This support option complements our commitment to ensuring you optimal uptime and can be used for exceptional issues such as solution recovery, data corruption, etc.

### Remote Systems Assessments

Enabled by the database of your specific solution, our experts can provide remote diagnostic services and assessments. This support option gives you added certainty that issues will be accurately diagnosed and quickly resolved. We provide this capability via WebEx<sup>SM</sup> Support Services or through your company’s VPN client. The calls are initiated and controlled by the client.

base or be limited to “super users.”

### LIMS Software Support

Our deep knowledge of LIMS solutions such as Thermo Scientific Nautilus<sup>SM</sup> helps keep you current with cutting-edge technology. As a Thermo Scientific partner, LabCentrix receives advanced release of software upgrades and can act as your advocate in supporting your LIMS software systems.

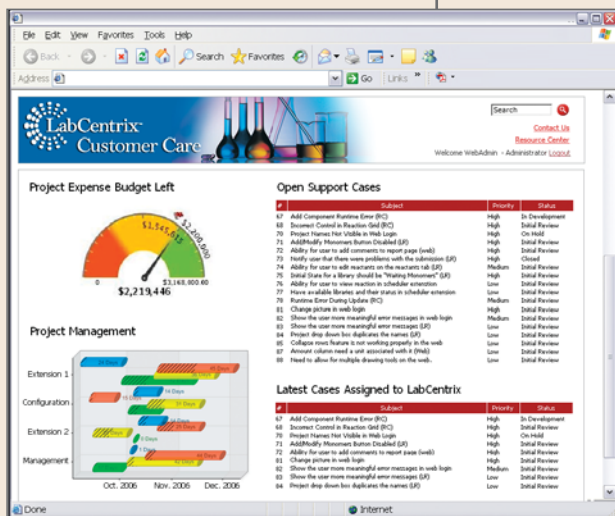
### Phone & Email Support

These services provide you with access to engineers who are knowledgeable about the intricacies of your solution. An unlimited number of toll-free calls may be placed each month. An unlimited number of emails may also be placed each month, with an expected response within four hours.

### Fixed Enhancement Support

If you wish, you can purchase a designated number of support services days. This support option allows LabCentrix to respond to your enhancement needs on an ongoing basis—according to the number of days allocated and priorities set by you.

For more information about LabCentrix and Customer Care support, contact us at **(888) 708-8781**, [info@labcentrix.com](mailto:info@labcentrix.com) or visit us at [www.labcentrix.com](http://www.labcentrix.com).



The Customer Care Dashboard provides a valuable management tool with a comprehensive view of your support cases, communications, and budget.



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