

A close-up photograph of a male scientist with short dark hair, wearing a white lab coat over a light blue striped shirt. He is wearing white gloves and is focused on a laptop screen. He holds a silver pen in his right hand, ready to write on a document. The background is a blurred laboratory setting. A thin red horizontal line is visible at the top of the image.

Assure success with Service Solutions

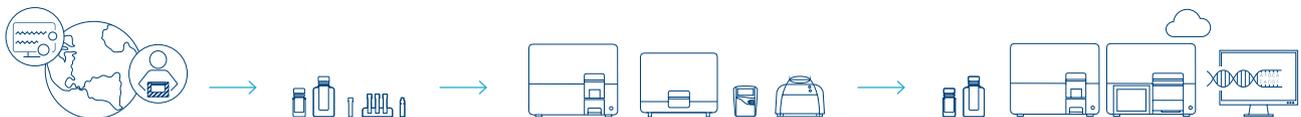
Sample to Insight



Customer Satisfaction through Service Excellence

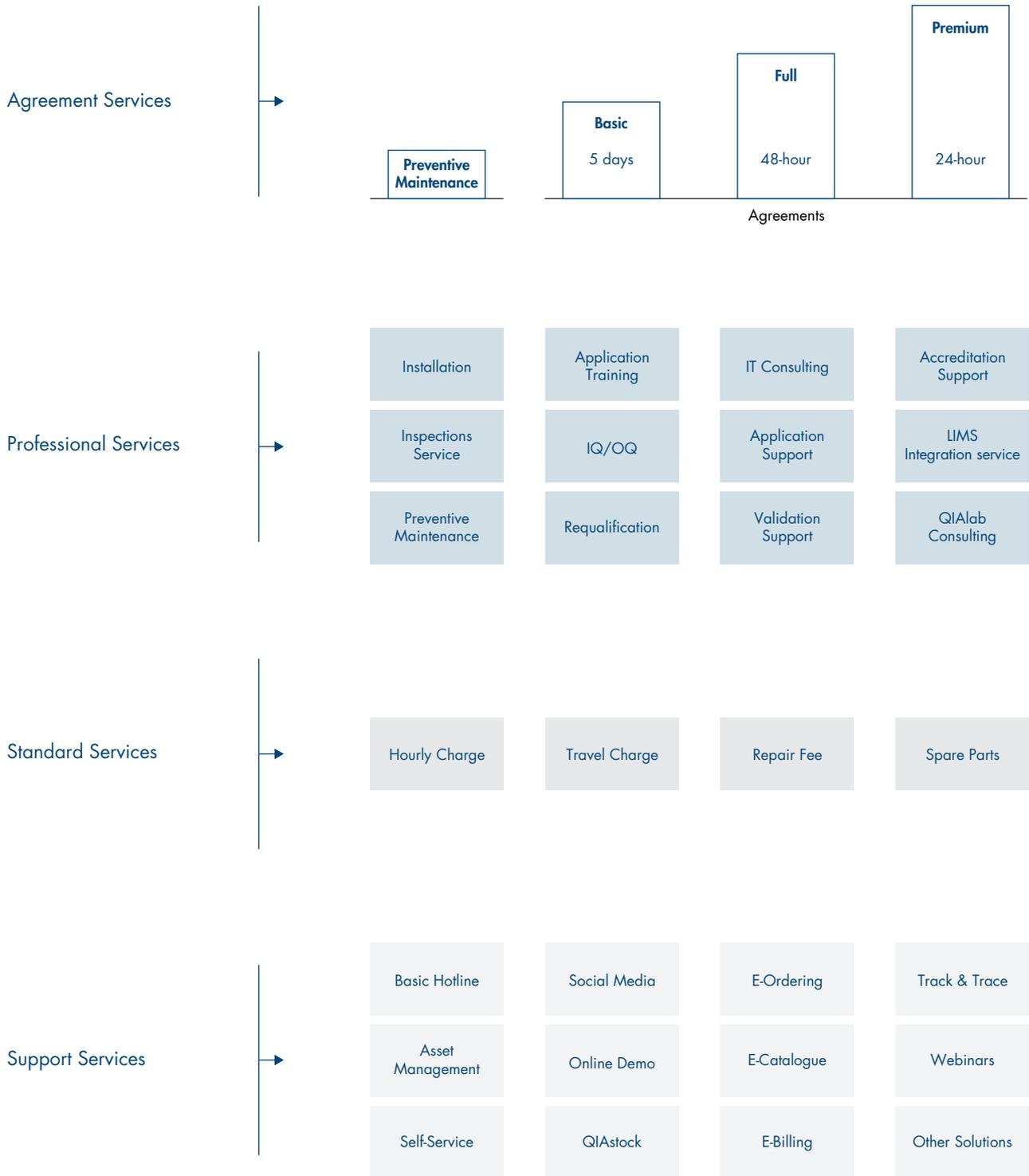
Assure success with Service Solutions

- 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**?

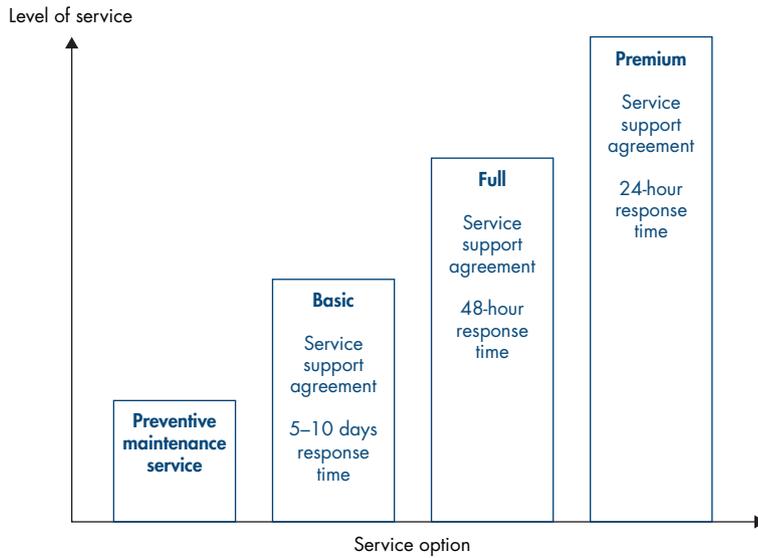


Choose QIAGEN Service Solutions.
Your success is our mission!

QIAGEN Service Product Portfolio



Agreement Services



Helps you to achieve:

- Peace of mind
- Maximum productivity
- Maximum instrument uptime
- Good value for money

Reliability, Efficiency, Professionalism, 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 hours	48 hours	24 hours
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 for depot repaired instruments 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

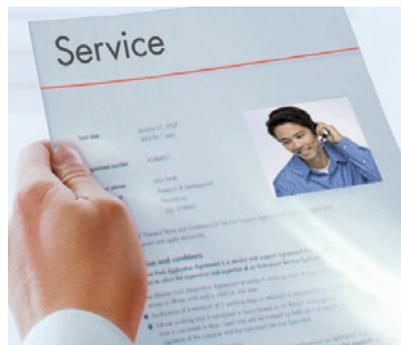
- Initial consultation to design validation plan
- Training by highly qualified QIAGEN application specialists on wet lab processes, data analysis and interpretation
- Comprehensive documentation

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 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



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