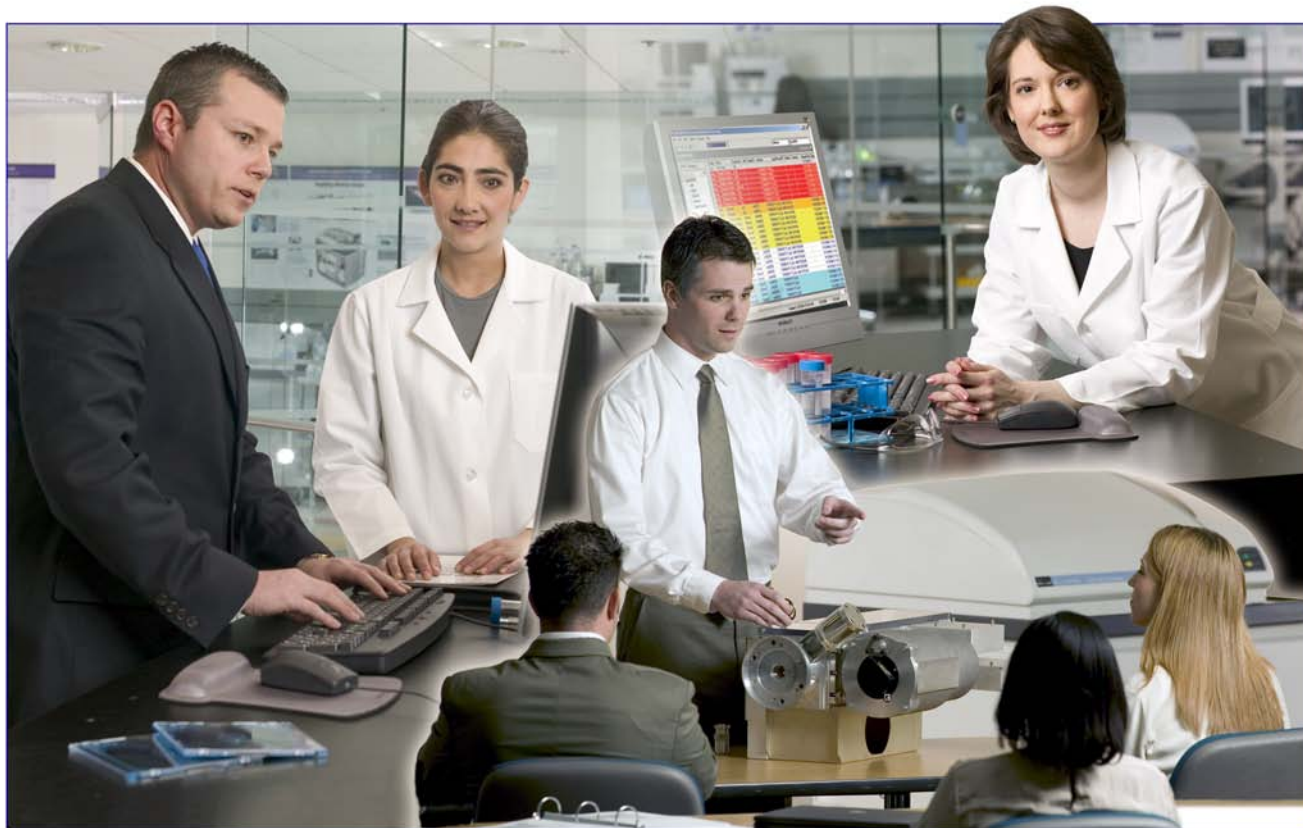


PerkinElmer LABWORKS Service and Support



More than science...

the **team** makes the difference



Three extraordinary levels of service from one extraordinary service and support group

"The quality of service is excellent and everything is running better than expected"

-Alan Wilkenson, Gainesville Regional Utilities

A dedicated service team is the fuel that powers a dynamic laboratory information management system (LIMS). At PerkinElmer, your project team is selected according to the skill set and experience level required and your specific installation criteria. And with LABWORKS™ ES LIMS, you can choose the service level that's right for you. Best of all, at every level, you'll be part of a dedicated team of experienced professionals who speak your language and are committed to your success.

LABWORKS Assist

A fundamental level of support services for LABWORKS users. The plan includes the following:

- License Software and Documentation Updates
- Toll-free Support Number and E-mail support
- Telephone Help Desk
- Priority response team
- Escalation Process (involving assistance from LABWORKS Programming and Development team)
- Written Resolution Acknowledgement sent via e-mail upon issue resolution
- Access to LABWORKS User Site
- One System Manager training class for one person at a PerkinElmer training facility*

LABWORKS Enhanced

An intermediate level of support services for LABWORKS users. The Enhanced plan includes all of the services from LABWORKS Assist, plus:

- Annual Preventive Maintenance visit for Single Production Database, (1) two day visit**
- One LABWORKS User training class for one person at a PerkinElmer training facility*

LABWORKS Premier

The most comprehensive level of support available for LABWORKS users. The Premier plan includes all of the services from Enhanced and Assist support, plus:

- Direct telephone access to support specialists when available
- Consultation services (Includes (2) visits for Project Management Services. These days are for on- or off-site consultation services for specific requests beyond standard Technical Support)
- One Report Writing Workshop for one person at a PerkinElmer training facility*

Service and Support — Meet your exclusive Project Management and Technical Support teams

As you consider implementing a new laboratory information management system, consider this: with your LABWORKS ES LIMS comes one of the most highly esteemed service and support teams in the industry. Your Project Managers and the LABWORKS Technical support team — with hands-on laboratory experience — will be supporting you from day one of your LIMS implementation. This team will maintain a high level of communication with you throughout the operation of your LABWORKS ES LIMS. Our goal is to ensure your team gets the most out of your system today and for years to come.

Attain reliable support and measurable service

Our Technical Support team works closely with our Project Management team. When an inquiry is identified which requires additional assistance, this inquiry is escalated to our "priority response team". A case number is provided to you and the inquiry is assigned to one of the escalation team members. The case number will be your identifier to track the status of this inquiry.

Other companies' Technical Support and Project Management teams may come and go, but LABWORKS teams are remarkably consistent. Backed by the stability of PerkinElmer, you can be confident that our team will be communicative, responsive and familiar. This level of service, combined with the unmatched quality of PerkinElmer instruments and systems, makes PerkinElmer's LABWORKS one of the most highly regarded LIMS providers in the industry. In fact, 9 out of 10 of our customers would recommend LABWORKS to a colleague.

EFFECTIVE, WELL-PLANNED SOLUTIONS

Gainesville Regional Utilities (GRU), a multi-service utility for approximately 80,000 customers in Florida, had several requirements: To upgrade/update LABWORKS Oracle system, merge three databases and to install DEP reports, among other tasks. Download the following case study to find out how PerkinElmer was able to facilitate and streamline these complicated technical processes.

Download the full case study or contact your local specialist at 1 800 762 4060 (for North America) **or visit www.perkinelmer.com/labworksservice**

For a list of our global offices, visit www.perkinelmer.com/labworkscontacts



Ongoing LABWORKS Training

We strongly suggest that all new and established LABWORKS ES LIMS users enroll in PerkinElmer training courses. With training certification, you'll keep your skills current and be better able to communicate with your LABWORKS team, resulting in more efficient service calls. You and your staff will also learn many valuable and effective ways to maximize the functionality of your LIMS. LABWORKS courses, including; LABWORKS User Training, System Manager Training and Report Writing Workshop are offered at our global training facilities. We also offer on-site training at your site.

Available from PerkinElmer:

Experience and Expertise

A respected leader in the international scientific community, PerkinElmer has been delivering peerless products and service for nearly 50 years. From the most sensitive microscopy instrument to an entire LABWORKS laboratory information management system, everything with our name on it has been tested and retested; you can be confident that it will more than fulfill your quality expectations for a PerkinElmer product.

Our service and support teams are no different. We have established performance metrics that are critical to labs, such as response time, support follow-up and ease of installation and transaction. By reviewing these metrics, we can continually refine our service practices, and thus continually meet and exceed our customers' expectations.

DISCOVER THE LABWORKS SERVICE AND SUPPORT ADVANTAGE

DEDICATED TEAM

As a LABWORKS ES LIMS client, you have a Project Manager who is part of a team assigned to you and your laboratory. The team is responsible for assisting you in achieving your objectives. We work together to communicate your needs and requirements, address your questions, resolve open issues, and collect enhancement requests for future feature releases. Ultimately our team prides itself in providing professional advice that will assist you in effectively operating your LIMS, today, and in the future.

CHOICE OF SERVICE LEVELS

Just as we can design a LIMS to meet your needs, we have different service options to keep your LIMS going strong. From our fundamental level of LABWORKS Assist support which includes telephone and e-mail support, to our Premier Support which includes consultation services, you can choose the features to help you operate your lab with confidence.

SPECIFIC REQUESTS DELIVERED TO YOU

We pride ourselves in delivering your requests in a timely manner. These requests are handled by a Team Leader, who works directly with you to assess your requirements, designate a skilled Project Manager, coordinate how we can best work together throughout implementation and training and recommend the best support plan for your individual needs. This includes utilizing the consulting days in your support plan, or customizing a plan to accommodate your request.

ONGOING TRAINING

The more you know about the inner workings of your LIMS, the better we can help you when you have a question about your system. That's why we include training classes in every service level; it's that important for LIMS system managers to stay informed and LIMS users to become more proficient with the system.

MAXIMUM COMMUNICATION

From the LIMS, to the Team Leader, to the Project Manager, to the Technical Support team... there is a communication chain which is in constant motion. Your service and support team keeps a dialogue going while your question is being answered or an issue is being addressed. You have the ability to know what the status of an issue is, using an assigned case number. You always have a communication path that allows you to obtain the information you need as quickly as possible.

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For a complete listing of our global offices, visit www.perkinelmer.com/lasoffices

*Travel and living expenses not included. **Travel and living expenses included.

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