



joint  
analytical  
systems

**Working to make the AED Service and Support Transition Seamless**

**PITTCON 2006 March 12-17**



# JAS AED Service and Support Transition

## Agenda

Current Situation Facing AED Customers

Customer Concerns, JAS Concerns, and Shared Concerns

Positioning for the Challenge

Locating the AED Users and Building a JAS Service and Support Network

Service Agreement Options Investigation

Impressions and Take-aways



## JAS AED Service and Support Transition

### Status:

The Agilent 5921A AED has recently surpassed the end of support life, and the Agilent G2350A AED is in the final year of support life.

Agilent AED systems are currently serviced by a few trained Agilent service individuals. The installed base of AED customers in these few regions are generally very happy with Agilent service.

Many AED users in North America have experienced long response times relative to their expectation.



# JAS AED Service and Support Transition

## Concerns:

For the AED customer....

AED customers are concerned about where to turn for support and service to meet their business needs and are looking for a plan that makes sense for them.

For JAS.....

JAS is well established in the European market. They have a good reputation and are known for their high value-added services and support. The North American geography is four times as big and therefore requires a strategy that not only makes sense for AED US customers, but will make good business sense for JAS.

Shared.....

US customers have little experience or knowledge of, or working with JAS and are searching for a solution for their AED support dilemma.



# JAS AED Service and Support Transition

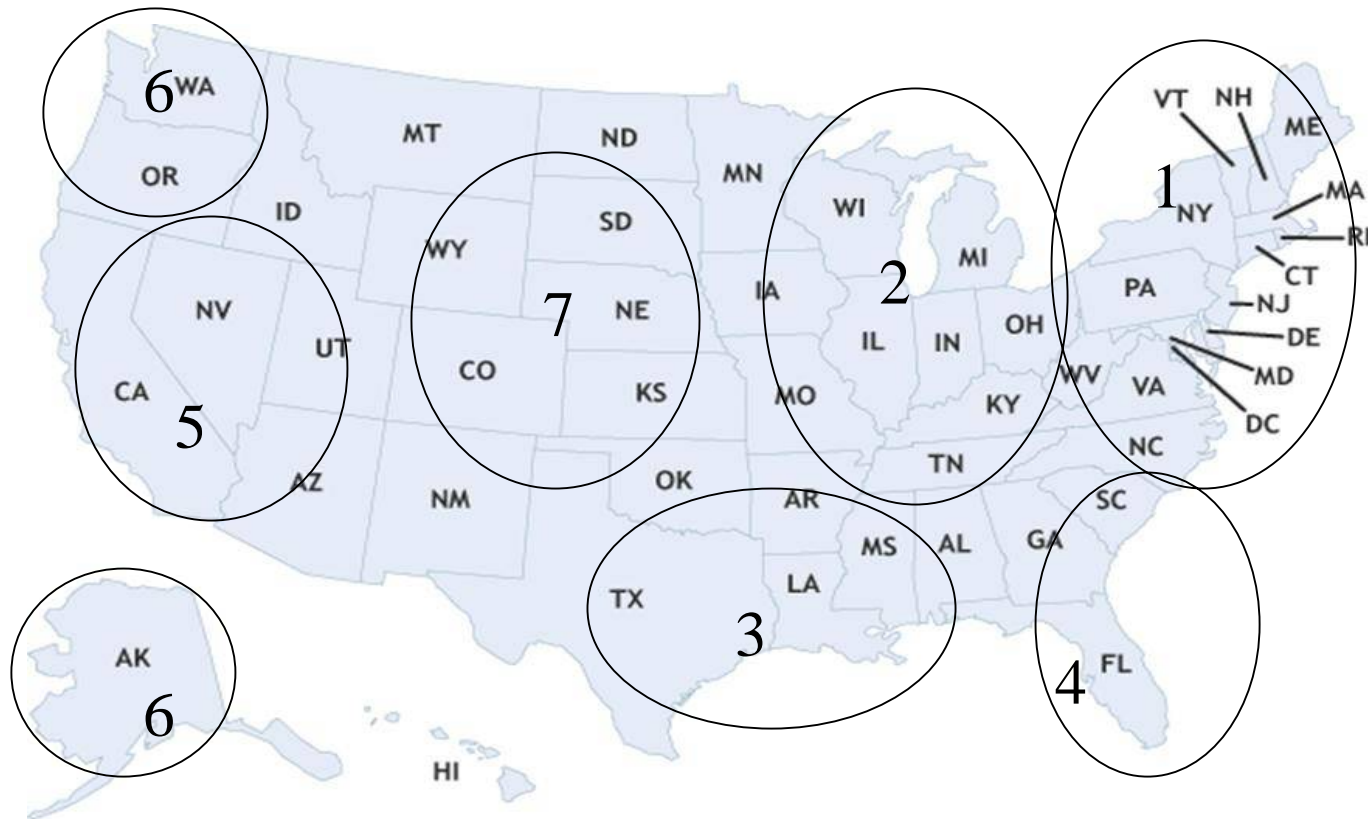
## Positioning for the Challenge:

JAS seeks to develop an incentive based strategy which establishes a win-win relationship for AED customers and JAS. Ultimately this strategy seeks to build confidence in JAS being your AED service and support provider for many years to come.



# JAS AED Service and Support Transition Plan Investigation

## Where are the AED users?



## JAS AED Service and Support Transition

Which service agreement makes sense for you and your business needs?

- Platinum Card Service Agreement
- Gold Card Limited Service Agreement
- Express Card Service Agreement



## JAS AED Service and Support Transition Service Agreement In Review

- Platinum Card Service Agreement
  - For the customer that feels “Uptime” is an absolute must!
  - This may be a new user or the current customer that has no PM personnel available or time to perform routine maintenance.
  - The AED system replacement parts, labor, and travel are included.
  - Additional services include the Diablo remote performance trend monitoring for scheduled routine maintenance from PC, GC, AED to report customization, phone support and method development consultation.
  - For customers purchasing a new JAS AED system today would include free installation, customer familiarization, use and routine maintenance training, and lab prep consultation.
  - 1 year renewable. Warranty period may be adjusted pending customer input and business constraints.

\* Consumable part not included.



## JAS AED Service and Support Transition Service Agreement In Review

- Gold Card Limited Service Agreement
  - For the customer that feels “Uptime” is important also however, the AED is not in continuous use. This customer may have two or more AED systems.
  - AED user is experienced and is willing to perform routine maintenance, i.e. Discharge tube, water and gas filter replacement.
  - Has PM personnel available for module replacement and would like trouble shooting phone support.
  - Would like 90 day AED parts warranty only and is comfortable with limited service, but would like the option of having seasoned JAS service personnel perform on-site service at standard third party service rates and is willing to pay for air travel if required.
  - Customer is willing to pay for land travel exceeding 200 miles from JAS qualified service network.
  - Would like the additional option of having replacement modules express shipped over night.
  - The Diablo remote performance trend monitoring would be optional.

\* Consumable part not included.



## JAS AED Service and Support Transition Service Agreement In Review

- Express Card Service Agreement
  - For the very experienced customer that would perform all routine maintenance and repairs.
  - Would require little phone support, but would have the option of using the Diablo remote performance trend monitoring services and is willing to pay up front for that service.
  - Would want replacement parts and modules shipped over night.
  - Customer is willing to pay for air travel if required and land travel exceeding 200 miles from JAS qualified service network.
  - Would like 90 day AED parts warranty only and is comfortable with limited service, but would like the option of having seasoned JAS service personnel perform on-site service at standard third party service rates and is willing to pay for air travel if required.

\* Consumable part not included.



# JAS AED Service and Support Transition Support Alternatives Investigation

- In Factory Service
  - Instrument pick-up, repair, return, and installation.
  - Mail order service. Customer packages instrument and pays for round trip carrier. JAS would perform repair and system verification.
  - Instrument exchange option when uptime is a must.
  - Factors and drivers to be considered in the development of any service option offered.....
    - Scheduling and parts/instrument availability.
    - Instrument age, maintenance history, etc.



# JAS AED Service and Support Transition

- Impressions and take-aways we want for the AED Users are .....
  - Confidence that JAS is working to make your support and service transition easy,  
and
  - Confidence that JAS is listening to you and understands your concerns.

