

Review Agilent Multi-Vendor Service Advantage Coverage

	Agilent MVS Advantage GOLD	Agilent MVS Advantage SILVER	Agilent MVS Advantage MAINTENANCE
Services Included in All Advantage Agreement			
Contract-level Preferred Response vs. T&M	priority	standard	
Hardware Telephone Support	✓	✓	
Software Telephone Support	✓	✓	
On-site Repair Services			
Unlimited On-site Repair Visits (travel & labor)	✓	✓	
Parts Required for Repair	✓	✓	
Consumables/Supplies Required for Repair	✓	✓	
Maintenance Services			
Scheduled On-site Preventive Maintenance	✓	✓	✓
High Availability Services			
Extended Coverage Hours Discount	✓		
Compliance Services Additions (Optional)			
Guaranteed Pass OQ when bundled	✓	✓	
Operational Qualification (OQ) Bundling Discount	✓	✓	
Re-qualification (RQ) Bundling Discount	✓	✓	

*Per local parts replacement policy.

GOLD coverage not available in all areas. Confirm availability with local CSO

Our measure is your success.



Agilent Technologies