

# Analytical Support Agreement/Contracts Quick Reference Guide



In today's data-driven world, organizations across various sectors increasingly rely on automated instrumentation, software, and acquisition and processing methods. The resulting analytical data produced enhances their decision-making capabilities that enable businesses to leverage data analytics, thereby improving efficiency, competitiveness, and strategic planning. For over thirty years traditionally service support contracts/agreements (see below) have sufficed in providing a reassurance an analytical instrument is being maintained and performing to a satisfactory level.

Support Product	Support Agreement/Contract Type		
	Bronze	Silver	Gold
Preventative Maintenance Visit	✓	✓	✓
Labour & Travel Time	PM only	✓	✓
Emergency Breakdown Support	✗	✓	✓
Priority Response Time	✗	72 hours	48 hours
Emergency Call Out Costs	✗	✓	✓
Breakdown/Service Parts	✗	✗	✓

However, today's reality of limited experienced users and increasingly more inclusive sampling, multichannel configurations, instrument rich/specific detection and bespoke customised reporting, requires a new approach to analytical support. This guide explores the fundamentals and more advanced possibilities of analytical support agreements and their benefits.

## Understanding Analytical Support Agreements

Analytical support agreements are agreements between organizations and specialized service providers that offer support after the warranty has expired. These agreements typically can cover a range of services, however they may not cover all that is required.

## Key Components of Analytical Support Agreements

**Scope of Services:** The agreement should clearly define the analytical services to be provided. There are many other aspects of support that maybe needed above and beyond the basics. Traditionally the essentials are just maintenance and call outs to the actual instrument hardware and not issues and faults in relation to the PC/network, software, method/application and sample preparation.

**Upgrades/Updates:** Minor software bug fixes (updates) maybe be included for free, however upgrades to software and firmware/hardware highly unlikely.

**User Knowledge:** If highly experienced and knowledgeable about the theory of the technique, configuration, software and application, a basic contract may suffice.

**Monitoring:** In addition setting good performance monitoring with modern software can minimize issues, simplify troubleshooting and maximise application up-time.

Additional Support Considerations					
Hardware	Upgrades	Software	Validation	Training	Troubleshooting/ Performance Monitoring
Equipment Loan	Hardware Upgrades	Software Support	Instrument Qualification	Theory	Hardware
Equipment Relocation	Firmware Upgrades	Software Updates	Operational Qualification	Hardware	Software
Equipment Assessment	Software Upgrades	Automatic Data Archiving	Re-Qualification	Software	Network
Equipment Decommissioning	Operational System Compatibility	Automatic PC Imaging	Method Qualification	Sample Handling/ Preparation/ Conditioning	Method/Application

## Benefits of Analytical Support Agreements

**Expertise and Specialisation:** Customers gain access to specialised factory and field engineers, chemists software experts. These skills and knowledge are may not be available in-house. This expertise can drive more accurate and sophisticated data analyses via detailed instrument, software and application knowledge.

**Cost Efficiency:** By outsourcing analytical tasks, companies can reduce the costs associated with hiring and training an in-house analytics teams. This approach can be particularly beneficial for small and medium-sized enterprises.

**Enhanced Decision-Making:** Data-driven insights enable organizations to make more informed and strategic decisions, leading to improved business outcomes.

**Scalability:** Analytical support contracts offer flexibility and scalability, allowing organizations to adjust the level of support based on their evolving needs and data complexities.

**Focus on Core Competencies:** By delegating analytical tasks to experts, organizations can focus on their core competencies and strategic objectives.

## Conclusion

Analytical support agreements are integral to modern business strategies, enabling organizations to harness the power of data analytics. By providing specialized expertise, cost efficiency, and enhanced decision-making capabilities, these agreements help businesses navigate the complexities of today's data-rich environment. As industries continue to evolve, the demand for robust tunable analytical support will only grow, making these agreements a vital tool for achieving sustainable growth and competitive advantage. ChromSolutions can help customers navigate all these considerations to provide a bespoke agreement and a cost effective and successful outcome.

## ChromSolutions Ltd

What we offer at ChromSolutions is our wealth of experience in analytical instrument sales and support (over 120 years distributed through the members of our company). We can help you with a cost effective remote and a hybrid support agreement with the benefit of our partners.

