


Agilent CrossLab Learning Services

Harness Innovation.
Minimize Disruption.
Maximize Efficiency.



Agilent
CrossLab
From Insight to Outcome





Grow operator confidence in instruments, software, and workflows

Whether you're facing staff turnover, grappling with troubleshooting challenges, or entering new markets, developing operator proficiency is always a priority. Yet, ever-increasing analytical demands make it difficult to maintain and support your staff's technical competency.

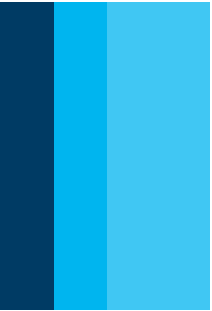
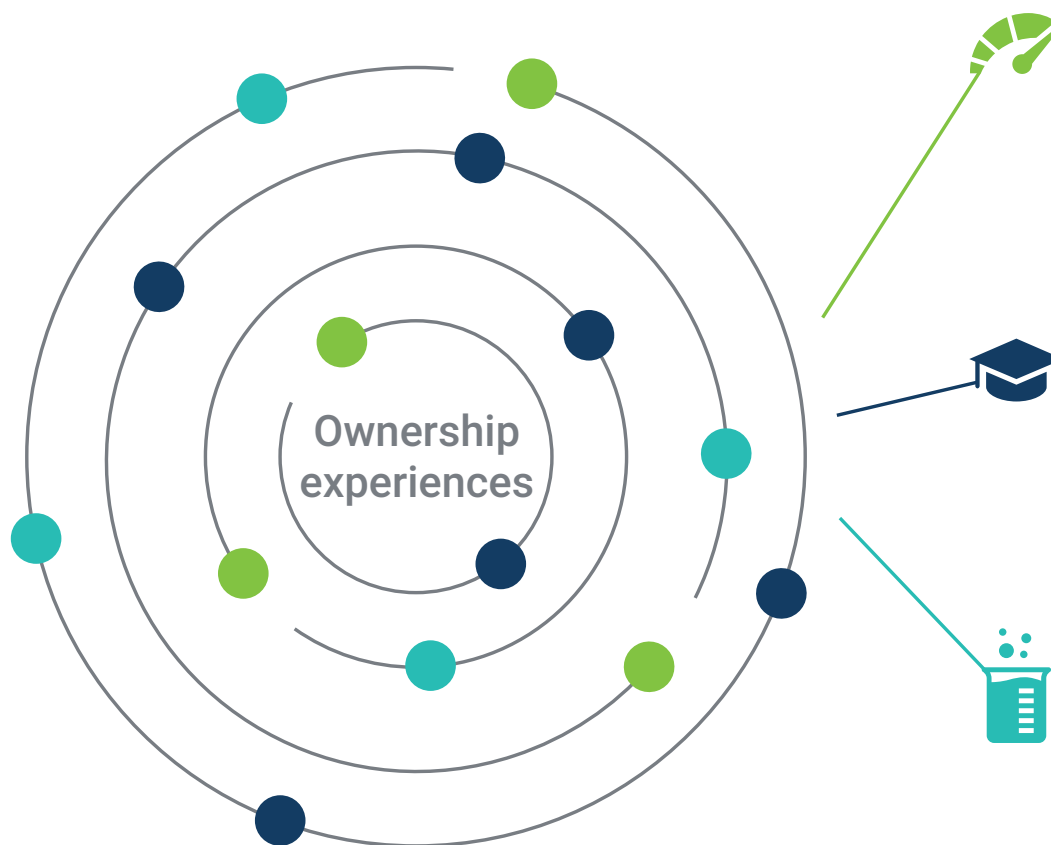


Chart your path to lab productivity with Agilent CrossLab Learning Services

Now it's easier than ever to gain the knowledge needed to minimize workflow disruption, maximize efficiency, and realize the full potential of new technologies. Three expert-guided learning paths lead you and your staff to new levels of analytical confidence.



[CrossLab Start Up Services](#)

Ensure your system is properly installed and operators are well-equipped to get started.

[CrossLab Education Services](#)

Build operator proficiency across the team as well as streamline training for new employees.

[CrossLab Method Consulting Services](#)

Know that your workflows are competitive and your operators are productive.

Agilent CrossLab Start Up Services



Shorten your journey from purchase to productivity

Protect your new instrument investment and get on the fast track to better outcomes. Agilent CrossLab Start Up Services can help you:

- Prepare your site before installation to avoid delays.
- Maximize safety and efficiency with expert system installation and introduction.
- Give every operator the knowledge needed to be successful after installation.

Contact your Agilent representative
and let us guide you from
installation to reliable results.





Site Preparation

Be certain that your site is properly set up

There's so much to consider before installing a new instrument—such as spacing, ventilation, electrical requirements, and plumbing. What's more, our studies show that over 40% of installations are complicated by a site-readiness challenge.

Gain peace of mind by having an Agilent expert assess your site before installation begins.

Infrastructure assessment

- Gas lines
- HVAC
- Hood requirements
- Plumbing
- Equipment/bench spacing
- Electrical capacity

Supply recommendations

- Consumables
- Gas supplies
- Solvent chemicals



Installation

Know that your system will run as expected

Installing Agilent instruments and software requires in-depth system knowledge. Agilent experts are uniquely qualified to complete every installation safely and efficiently, so you're ready to be productive right from the start.

With a box-to-bench installation, you can be sure that all hardware and software are accounted for, installed properly, free from defects, and tested against manufacturing specifications.

Installation preparation

- Verify that the site is in proper condition before starting.
- Make sure equipment has arrived in good working order.
- Unbox all equipment.

System installation

- Assemble equipment, ensuring that everything works as it should.
- Set up PC with system software.
- Configure and start a checkout run.



Introduction

Take the first step toward confident instrument operation

Proper installation is only the beginning. Achieving optimal results also depends upon running your new system within Agilent specifications and following best operational practices.

Lay the groundwork for success and prepare for more in-depth training with a thorough system introduction by an Agilent expert.

System overview

- Discuss basic hardware and software components.
- Explain hardware and software features in the context of your application.
- Review key maintenance tasks and troubleshooting tips.
- Conduct a live question/answer session.

[Learn more about Agilent CrossLab Start Up Services](#)

Agilent CrossLab Education Services




Develop expertise and cultivate success

The road to productivity requires well-trained staff members who maintain their knowledge and stay abreast of the latest developments. Agilent CrossLab Education Services delivers training that will enable your team to:

- Understand the essentials of new techniques.
- Develop advanced skills.
- Prepare for new responsibilities.
- Enhance troubleshooting abilities.

Contact your Agilent representative and see how we can transfer expertise from our scientists to yours.





Agilent University expert-led courses

Immerse yourself and your team in comprehensive expert-led lectures that include interactive modules and exercises. All delivered at an Agilent site, your site, or online.



Classroom training

**Experience the power of
in-person learning**

These live classes take place at an Agilent University classroom, where lectures are reinforced by hands-on practice. It's an ideal setting for learning new techniques and software—as well as proper system maintenance, operation, and troubleshooting.

Interactive lectures

- Cover basic analytical techniques, hardware and software operation, troubleshooting, and maintenance.
- Skill sets range from new to advanced operators.

Hands-on lab experience

- Attend classes at dedicated training facilities worldwide.
- Fine-tune skills on laboratory equipment, when available.

Peer-based learning environment

- Engage in face-to-face interactions with other lab professionals.
- Build relationships from discussion, activities, and learning.



Onsite training

**Your lab, your equipment,
our expertise**

Train your entire team at once, in your own lab, with courses tailored to fit your needs. Interactive lectures are followed by hands-on practice.

Tailored learning

- Define learning objectives.
- Translate objectives to a focused agenda.

Agilent expertise at your site

- Gain hands-on practice with your own equipment.
- Tailor the discussion to your system operations.
- Get live, expert answers to questions.



Virtual training

**Targeted training modules
for specific needs**

Time and budget constraints shouldn't get in the way of skills advancement. Virtual instructor-led training offers convenient, and shorter-duration learning modules tailored for customers with specific needs.*

Modular content

- Choose topics ranging from theory to advanced concepts.

Interaction with diverse skill sets

- Build relationships from discussion, activities, and collaboration.
- Learn within a community of peers with shared interests.

*Varies by region



Agilent University self-led courses

Online content curated by Agilent experts helps fill knowledge gaps and lets you move forward at your own pace.



Online self-paced courses

Learn anytime, anyplace

Our online learning library includes more than 500 courses covering everything from instrument fundamentals to software mastery.

ePass subscription

- Choose from 3- or 12-month access.
- Explore 600+ hours of interactive digital content you can view continuously or at your convenience.

Learning Paths

- Improve instrument and software skills through guided instruction.
- Select modules based on your needs.



Cloud labs

**Practice skills from
any web browser**

This virtual laboratory provides hands-on experience with Agilent software without using your own lab instruments.

Virtual environment

- Perform quantitative analysis on Agilent software.
- Perfect skills using prepared sample data.

Guided lab

- Learn by following step-by-step instructions.

[Learn more about Agilent CrossLab
Education Services](#)

Invest now, train later

Agilent training credits let you prepay for credits and use them for courses over 26 months—without having to choose specific dates, locations, or topics.

Agilent CrossLab Method Consulting Services



Accelerate productivity,
improve outcomes

Why waste time and resources on method development, optimization, and troubleshooting? Partner with Agilent CrossLab to overcome application problems and reduce the time it takes to deploy the latest productivity and usability enhancements. Our global team of scientific and technical experts can help your lab meet challenges that stem from:

- New method requirements (updates or new methods)
- Inefficient methods or recurring data nonconformities
- New equipment purchases and relocations
- Employee reassignment and/or turnover

Contact your Agilent representative and let us create a customized package of services based on your technologies and application needs.





Method optimization

Achieve better results, faster

Transferring your method or adding new capabilities? Let us help you optimize your method, so you can get results in the most efficient way possible. We'll work with you to find hidden method improvements that can take your results to the next level.

Method transfer

- Transfer existing methods to upgraded equipment.
- Assess proper method operation post-transfer.
- Review upgraded system configuration.
- Transfer existing data to your new system.

Workflow optimization

- Review sample handling.
- Optimize system sensitivity and data handling.
- Evaluate and confirm compliance with lab protocols.
- Assess consumables selection.



Method development

Boost your speed-to-productivity

Frustrated by tedious method development? Limited method development experience? Give us a call. We can research and develop a custom method suited to your lab needs—and help simplify the process.

Project assessment

- Evaluate method goals.
- Review system capabilities.

Method design

- Define sample preparation technique.
- Design achievable steps and parameters.
- Incorporate reporting and data analysis.

Method activation

- Troubleshoot issues and challenges.
- Document method, results, and insights as needed.



Method implementation

Hit the ground running

Having trouble putting a method into practice? We'll work with you to implement one based on application notes, regulated methods, publications, or kits—all with minimal disruption.

Establishing method end state

- Review content of application note, EPA or USP method, online publication, etc.
- Assess and educate your team on compliance requirements for the selected method.

System method setup

- Configure method calibration.
- Establish instrument parameters according to method guidelines.
- Assist with sample preparation, as needed.
- Create database/library, where applicable.

Method reproducibility and knowledge check

- Conduct an overview of instrument, software, consumables, and accessories for the implemented method workflow.
- Document method, results, and insights as needed.



Method maintenance

Troubleshoot problems and maintain system reliability

When your lab is running a method day in and day out, you don't want surprises. Agilent can help you enhance your team's application knowledge and keep your methods running smoothly.

Method knowledge check

- Review your laboratory goals.
- Investigate method setup and parameters.
- Explore software feature use.
- Conduct a live question/answer session.

System maintenance review

- Evaluate system conditions based on desired method results.
- Check firmware status.
- Demonstrate best system maintenance and cleaning practices.
- Recommend consumables.
- Provide staff training and method recommendations.



Ask your sales representative about adding remote support after your service is completed.

[Learn more about Agilent CrossLab Method Consulting Services](#)

Compliance consulting

Ensure that your instruments and software meet required guidelines

The right compliance partner can help your lab simplify audit preparation and reduce regulatory risk. Agilent laboratory compliance consulting services range from verification to instrument and software qualification to consulting, using our automated compliance engine (ACE).

From insight to outcome

CrossLab is an Agilent capability that integrates services and consumables to support workflow success and important outcomes like improved productivity and operational efficiency. Through CrossLab, Agilent strives to provide insight in every interaction to help you achieve your goals. CrossLab offers method optimization, flexible service plans, and training for all skill levels. We have many other products and services to help you manage your instruments and your lab for best performance.

Learn more about Agilent CrossLab, and see examples of insight that leads to great outcomes, at www.agilent.com/crosslab

Find a local Agilent customer center in your country:

www.agilent.com/chem/contactus

U.S. and Canada

1-800-227-9770

agilent_inquiries@agilent.com

Europe

info_agilent@agilent.com

Asia Pacific

inquiry_lsca@agilent.com

DE-006127

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