



Remote Assisted Support

Bring Agilent-qualified support experts via phone or in-person to analyze or resolve system uptime support issues quickly, easily and securely

Unplanned downtime is expensive. Downtime is especially costly for globally diverse manufacturing operations: breakdowns can occur anywhere, anytime, disrupting supply chains and delivery schedules across the enterprise.

Fast-paced manufacturing environments literally cannot afford unplanned downtime:

- Manufacturing margins are thin, schedules are tight, and customer expectations create extreme competitive pressure to deliver on time and under budget.
- Onsite technical experts who can diagnose and solve system problems are costly to train and retain, especially in parts of the world where advanced technologies are just entering the growth curve.
- Complex components and packages are getting harder to verify, requiring more specialized test equipment and methods for parts identification and replacement.

If board quality is expected, then quality verification must be built into the manufacturing process. Agilent Remote Assisted Support is provided as part of your process to help avoid unplanned downtime in test cells enterprise-wide. This service optimizes your investment in test equipment, increases utilization rates, and minimizes expensive downtime.

Accelerate Troubleshooting, Diagnosis and Problem Resolution

“Instant help, fast resolution, no risk”

For years, Agilent has offered a variety of onsite, web-delivered and remote-assisted support solutions to customers worldwide. Agilent customers have been free to mix-and-match services, get expert help on demand, and customize support delivery to meet changing needs.

One proven, reliable solution – Remote Assisted Support Using WebEx – effectively puts an Agilent-qualified support engineer’s expertise directly in your production line whenever unplanned downtime occurs. You get expert help immediately to diagnose and resolve problems fast.

Remote Assisted Support is delivered through Agilent PCB Test and Inspection and is powered by WebEx Support Center. Many customers have partnered with Agilent and the WebEx Support Center to rapidly identify replacement parts, solve problems online, minimize time-to-repair costs and improve productivity.

- **Scalable and secure.** WebEx protects vital information and allows you to get help with troubleshooting from one or more Agilent-qualified experts in collaborative, interactive support sessions.

- **Fast and cost-effective.** You can improve response times for down systems with help from Agilent-qualified engineers, who can diagnose and solve problems fast. In some cases, problems can be fixed immediately via remote connection--no onsite visit required.
- **Highly efficient.** Preliminary diagnosis happens remotely, prior to an onsite visit, so support engineers have the right part for the right situation when they arrive on site.
- **Proactive, preventive, instructive.** Each collaboration with Agilent experts provides valuable insight into the root causes of downtime. You expand your knowledge base by working with Agilent experts, either onsite or through remote observation.

Features and Benefits

Feature	Benefit
Secure, encrypted access	Keep sensitive information safe.
	Agent authentication ensures privacy because only Agilent-qualified representatives have access to your systems.
	WebEx support session is mediated by a secure server with each party initiating an outbound call from their respective networks. No inbound connection is initiated to either network. Your internal network is safe.
	Customer-controlled permissions are required prior to any remote access or file sharing operation. You control what is visible or accessible to the outside world.
Simple, easy-to-use interface	An intuitive web interface makes access easy. Minimal training is required.
	Diagnosis is simplified with easy file transfer to and from your systems. Patches can be sent in real time.
	You decide which applications will be available to Agilent for problem diagnosis, as well as when the applications will be shared with Agilent experts. Many problems can be solved without an onsite visit.

Worldwide availability	Browser-based support environment puts remote access at your fingertips. The most popular internet browsers can be used--no extra software to buy or install.
	Real-time communications provides 24x7 access to Agilent support experts. Problem solving can begin immediately without travel-related delays.
Instant remote access	Get immediate web-based help with support issues from Agilent-qualified experts who are experienced with troubleshooting, diagnosis and problem resolution.
	Perform quick, visual analysis of your current situation by collaborating with Agilent experts before parts or service are ordered.
	Ensure instant access to technical expertise without the expense of maintaining it onsite.

What Our Customers Say

An Agilent customer in Europe was having trouble loading board directories into Agilent Board Consultant software on the Agilent 3070 in-circuit test system. The customer's onsite engineers first attempted to solve the problem in-house, then contacted Agilent technical support and began communicating the problem and sharing files. After several hours, the problem remained unsolved. Finally, Agilent and the customer connected in real-time using WebEx, and the problem was diagnosed and solved in minutes. Problem identification went from hours to minutes using WebEx.

In detail:

- After attempting to solve the software problem in-house, engineers at the customer site contacted their technical support representative via email. Several emails were exchanged, an activity log was opened, and the customer began transferring board directories to Agilent.
- The customer's email server restricted the size of email attachments to 10 MB or less. After several attempts to send the board directories via email, they were instead uploaded to an external web site.
- Agilent engineers downloaded the directories and began loading them for diagnosis. Each time the IPG software was loaded, an error message indicated that libraries were missing. Agilent engineers sent successive requests to the customer for each missing library.

- Even after all files were obtained, Agilent technical support engineers could not reproduce the problem. The board directories and libraries seemed to function perfectly.
- After several hours, with the problem still undiagnosed and unsolved, Agilent engineers and the customer connected remotely in real time using WebEx.
- Agilent engineers watched the keystrokes as they were being entered by the customer, and identified some fundamental command errors. The commands were corrected immediately.
- The problem was solved and the log closed within 30 minutes of engaging WebEx.

Available to Agilent customers with a valid support contract. To learn more about Remote Assisted Support Using WebEx, contact your local Agilent sales representative.