

# Applied Biosystems Technical Assistance Center (TAC)

Immediate Access to Advanced Technical Support



## Service Advantages

- Access senior AB Certified Service Engineers for quick, comprehensive phone support.
- Solve instrument-related problems faster and easier.
- Increase instrument uptime.
- Lower your total cost of ownership.
- Get on-site support quickly when you need it.

## Getting Your Instrument Back Online May Just Be a Call Away

When your equipment is mission critical, you can't afford downtime. That's why at Applied Biosystems we design and build our instruments for maximum reliability. And in the unlikely event you do have trouble with one of our instruments, we're committed to getting you back online as quickly and easily as possible.

The Technical Assistance Center (TAC) is Applied Biosystems' first line of service for our contract and warranty customers. It provides immediate phone access to an advanced level of support from AB Certified Service Engineers. With a single call, you can get the assistance you need to resolve many types of technical problems.

The results speak for themselves. In one out of every two calls to TAC, our specialists are able to solve the customer's technical problem over the phone, without having to dispatch a field service engineer. If the problem does require on-site support, your TAC specialist will work with the field engineer to coordinate the repair to get you back online as soon as possible.

Note that TAC provides remote support for instrument and computer workstation related issues for our customers with an instrument warranty or service plan. In addition, TAC Specialists work with our Applications Technical Support (ATS) team to provide our customers with assistance and troubleshooting for Applied Biosystems' applications and reagents kits.

### **The Expertise You Need – When You Need It**

With TAC, you can be sure you're getting the expertise you need to solve whatever technical problems you face. Each TAC specialist has at least 15 years of experience in the field servicing and repairing Applied Biosystems instruments. No one knows your instruments or systems better.

TAC specialists also keep their skills up to date. Through formal courses, seminars, and even rotations back out into the field, they keep their certifications current and their knowledge of the challenges you face fresh. That's why they can quickly determine over the phone whether the problem can be solved with simple instructions or whether field support will be necessary.

In addition to their unparalleled technical expertise and knowledge of our instruments, all TAC Specialists are certified by Dell Computer Corp. to troubleshoot and help provide timely resolution to issues you may have with your Applied Biosystems instrument's computer workstation. This helps further ensure that you get maximize availability and uptime of your systems.

### **TAC and Our Smart Monitoring Service – An Unbeatable Combination**

TAC specialists are also the first line of response with our AB Smart Monitoring Service. With this service, we remotely and proactively track critical system parameters over the Internet to identify potential problems before they affect your lab's efficiency. Our automated systems alert TAC specialists when a situation exists that could lead to instrument downtime. This preemptive monitoring allows them to remotely diagnose the problem and take action before an instrument fails. If a service engineer needs to be dispatched to your site, the TAC specialist will make sure they arrive with the right parts to get the job done.

Currently, the Smart Monitoring Service is available on selected Applied Biosystems genetic analysis instruments, sequence detection systems, and Applied Biosystems/ MDS SCIEX mass spectrometers.

### **Another Reason to Choose an Applied Biosystems Service Plan**

Access to TAC is available to all of our instrument customers as part of the instrument warranty. After the warranty period has lapsed, TAC is available without additional charge to customers protected by our AB Complete and AB Assurance service plans.

#### **Ask for TAC First**

No one knows your Applied Biosystems instruments better than the people who designed, built, and installed them. Don't trust your service or repair needs to anyone less than the best. Your business depends on it.

**TAC is available in North America from 5 am to 5 pm Pacific time. For more information or to reach TAC, contact our Applied Biosystems Care Center at 1-800-327-3002, option 4 or email us at [abcc@appliedbiosystems.com](mailto:abcc@appliedbiosystems.com)**

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Printed in the USA, 05/2007 Publication 138PB06-01



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