AUTOMATED STORAGE SOLUTIONS

AZENTA
LIFE SCIENCES

azenta.com

Azenta Life Sciences

ENABLING IMPACTFUL BREAKTHROUGHS AND THERAPIES

Azenta Life Sciences provides unrivaled sample exploration and management solutions. We are the global leader in automated compound management for drug discovery, biological storage, and sample processing solutions. Azenta understands the importance of sample integrity and provides a comprehensive range of solutions across our leading capabilities of genomic services, sample repository services (SRS), consumables and instruments, data management and informatics, sample sourcing, and automated storage.

With a focus on sample integrity and cold-chain management, our products are transforming the productivity and workflows of scientists and biobanking professionals in therapeutic discovery and development areas. Combining the expertise of industry pioneers with the proven technical and global service capabilities, Azenta has installed and serviced over 300 automated storage systems, with more than one billion samples globally. The top 20 pharmaceutical and biotechnology companies worldwide rely on our range of solutions to help accelerate discovery, development, and delivery.

GENOMICS & ANALYTICAL SERVICES

CONSUMABLES & INSTRUMENTS

CONSULTATIVE SERVICES

STORAGE, AUTOMATION & LOGISTICS

DATA & INFORMATICS

SAMPLE SOURCING

Automated Storage Solutions from Ambient to -190°C

From compound management in high-throughput screening, to human biological sample inventory management, to cryogenic storage of critical materials, our range of solutions support a broad range of applications across all temperatures. As the preferred storage partner to the world's top pharmaceutical and biotechnology companies, Azenta Life Sciences delivers systems which support the highest quality inventory management, while reducing variability and risk and are backed by the scale and experience of a global support team.

AMBIENT TO -20°C

SampleStore™ Ambient to -20°C Automated Storage Systems

-80°C

BioStore™ -80°C Automated Storage Systems

BioStore -80°C LN2-Based Automated Storage System

CRYOGENIC -190°C

BioStore -190°C LN2-Based Automated Storage System

KEY FEATURES
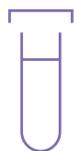
SAMPLE SECURITY
Reliable protection of materials with proven technology

DATA MANAGEMENT
Real-time inventory control with audit trail reporting

EASE OF USE
Intuitive interface and ergonomic design

FLEXIBILITY
Scalable capacity that supports a wide range of labware

Accelerating Discovery, Development & Discovery

SMALL MOLECULE DRUG DISCOVERY

Store and manage compound libraries of any size for high-throughput screening with speed and efficiency.

Solutions:
SampleStore
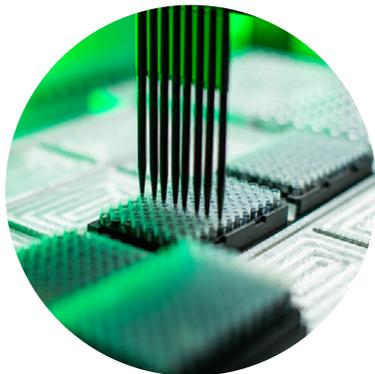
BIOLOGICS DEVELOPMENT

Streamline storage of biological materials and cell lines for development of antibody therapeutics and vaccines.

Solutions:
SampleStore
BioStore -80°C
BioStore -190°C

CLINICAL SAMPLE MANAGEMENT

Manage clinical samples to support biobanking, active trials, legacy collections for future research, and retention samples.

Solutions:
BioStore -80°C

CELL & GENE THERAPY

Store engineered cells, viral vectors, and critical materials with the highest level of security and traceability.

Solutions:
BioStore -80°C
BioStore -190°C
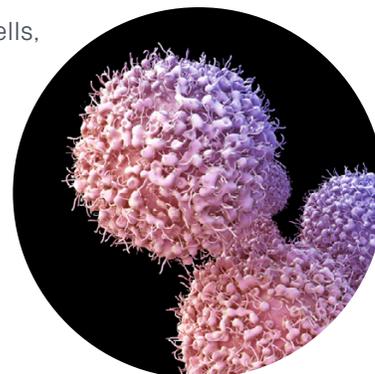
SampleStore Ambient to -20°C Automated Storage System

FEATURES AND BENEFITS

- **System sizing:** wide range of capacity options are available from small collections to over 100 million samples, dependent on labware.

- **Flexible modules:** enables customization to meet today's needs and can be modified to meet future requirements.

- **High-density storage:** reformatting labware to proprietary HD storage trays more than doubles storage capacity compared to SBS formatted storage.

- **Multi-pitch shelving:** dynamic storage shelving maximizes storage density. A sample imaging module captures barcodes, labware type and heights to ensure optimal storage location.

- **Easy to use:** no specific expertise required to operate the system.

- **Improved thermal insulation:** enhanced sample temperature stability and energy efficiency.

SampleStore

- **Modular capacity and throughput options:** optimized to the sample collection size and workflow requirements.

- **Automation interface option:** provides a means of directly interfacing the store with an external automation system.

SampleStore Space Efficient Model

FEATURES AND BENEFITS

- **Easier sample storage and greater space efficiency**
  — Smaller footprint into standard labs.
  — Intuitive design for easy system operation.

- **Simple sample management**
  — Push button sample storage and retrieval.

- **Sample protection**
  — Automated handling for minimized sample temperature cycling.
 — Remote monitoring and product support.

Space Efficient SampleStore

SAMPLESTORE VALIDATED LABWARE

Azenta's SampleStore™ range enables adaptable storage automation from single labware type to multiple formats – tubes, vials, or plates. Versatile picking capability including standard SBS 96 way tubes, acoustic tubes, vials SBS format micro plates, and microtubes.

AZENTA HIGH DENSITY STORAGE 75% HIGHER STORAGE CAPACITY OVER STANDARD DENSITY

SD tray 96 tubes

HD tray 168 tubes
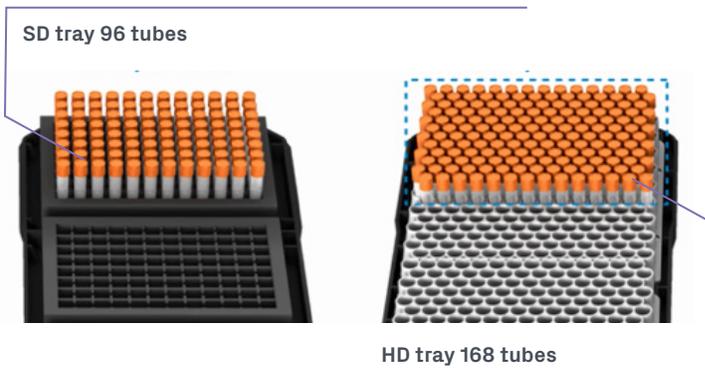
DIMENSION EXAMPLES

Length	Depth	Height
4.31 – 17.5m (14.2 – 57.5.7ft)	2.38 – 2.6m (7.10 – 8.7ft)	2.48 – 4.83m (8.2 – 15.10ft)

STORAGE CAPACITY EXAMPLES

Labware	Capacity Range
Azenta 384 Tubes	> 100,000,000
Azenta Acoustic Tubes	770,000 – 27,000,000
Azenta 0.2mL	625,000 – 22,500,000
Azenta 0.48mL	370,000 – 13,300,000
Azenta 0.9mL	295,000 – 10,400,000
Azenta 1.5mL	105,000 – 3,800,000
96 well storage plate punch and select (formerly REMP), 900uL Heat Sealed	260,000 – 9,100,000
SBS Microplate 14.5mm High, Foil Heat Sealed	4,600 – 160,000

Details minimum and maximum dimensions of standard SampleStore sizes, and capacity examples.
Contact your Azenta automation expert to discuss the best system for your workflows, and further opportunities for customization.

SampleStore is Designed for Scalable Throughput

The SampleStore is scalable for sample storage capacity and throughput. Our Sample Management experts will design the store to meet the requirements of your workflow, while also considering the growth of your sample collection and future processing needs. The store can be customized to increase throughput with the following options:

UP TO 16 PICKING STATIONS

The option of up to 16 picking stations provides the flexibility to increase throughput and/or labware types. The modules available include three or four lane multi tube selectors, vial selectors, plate selectors, and the acoustic tube selector supporting the picking of the Azenta Acoustic Sample Tube – Echo® Qualified Consumable.

SINGLE/DUAL TRAY CONVEYORS

Enhance order processing throughput with the option of two tray conveyors. The shuttle robot will transport two trays of samples simultaneously improving tray exchange time.

SINGLE/DUAL SHUTTLE ROBOTICS

Two shuttle robots in the store make it possible to achieve a 2x throughput increase if the configuration also includes multiple tube selectors.
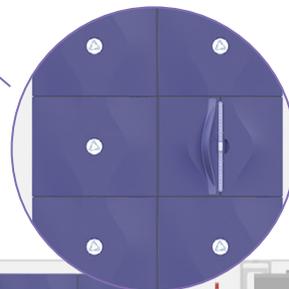
The Acoustic tube selector is tested for robustness with extensive pick and place cycles. It will pick and place three tubes at the same time for increased throughput and has been developed alongside the acoustic sample tube.

ACOUSTIC WORKFLOW COMPATIBLE

The AIM delivers samples on either an Azenta High Density (HD) Tray, or more commonly on an Azenta six position SBS rack tray, on its external diving board location. Any samples that can be presented onto SBS format racks (whether tubes, vials or plates) can be interchanged in this manner. This system is compatible with 96, 384, and 1536 plate formats.

AUTOMATION INTERFACE MODULE (AIM) FOR DOWNSTREAM PROCESSING

A four-lane selector allows a return order to be reformatted back into high-density storage trays and at the same time as cherry picking an order for output on the same picker. This will reduce order processing time and improve the efficiency of the store.

3/4 - LANE SELECTORS TO MINIMIZE AUTOMATION IDLE TIMES

Acoustic Sample Management

A step change in compound sample management

The Azenta SampleStore enables workflows using the Azenta Acoustic Sample Tube – Echo Qualified Consumable with 2D4 Quad Code. Our four lane selector enables multiple order processing and continuous picking. Two tray positions are utilized for HD (high density) store trays and two positions are allocated to SBS I/O trays. To support the new 2D4 Quad Code for tube identification, the imaging module has also been adapted to a higher resolution camera for consistent labware Identification of the Acoustic tube 2D4 code.

- The tube selector gripper head has been specifically designed to support the Azenta Acoustic Sample Tube.

- Azenta has also developed a HD (high-density) acoustic storage tray for storage optimization.

KEY FEATURES

- Assay robustness based on a higher sample integrity.

- Compound saving vs. conventional storage methods.

- Faster turnaround time from request for compound to compound ready for assay.

- Established benefits of Azenta 2D coded tubes vs. plates which have to be fully thawed and unsealed to access one sample.

- Combined technologies of Azenta 2D coded tubes and acoustic liquid handling.

- Working volume: 85ul with dead volume of 15ul 96 format SBS compatible Echo Qualified.
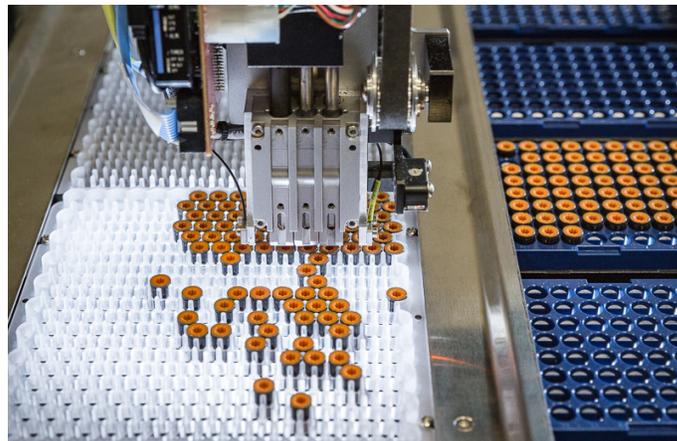
Acoustic Sample Tube -
Echo Qualified Consumable with 2D4 Quad Code

BioStore -80°C Automated Storage System

**The ultimate -80°C sample management system offering security and reliability for biobanks**

BioStore is an automated -80°C sample management and storage system for biobanks which require consistent storage temperature and data integrity. It is the ideal system for biopharmaceutical and research biobanks to effectively manage sample inventories, while also minimizing temperature cycling. Providing a flexible, modular solution with the security and reliability to precisely fit your needs.

FEATURES AND BENEFITS

- BioStore improves sample quality with highly controlled cold chain and inventory management. The BioStore system's HD storage trays and multi-pitch shelving maximize storage density to offer storage efficiency.

- BioStore's decoupled robotics allow for targeted access and servicing, while the rest of the system remains operational, maximizing system uptime.

- Trained users can handle first level service issues and access the system in case of emergency.

- Our BioStore shares the infrastructure and most of the automation modules with our SampleStore. This common core has allowed us to base our continuous improvement on an increased install base, therefore offering you maximum reliability.

- The proven BioStore system provides the highest throughput, for optimum sample availability.

- The common infrastructure between our SampleStore and BioStore enables market leading throughput for our BioStore. This is particularly beneficial to accelerate sample migration phase, and makes our BioStore suitable for high throughput applications (eg product warehousing).

DUAL TEMPERATURE OPTIONS

For customers that have limited space but need both -20°C and -80°C storage options, we have the capability to offer a dual store with both temperatures.
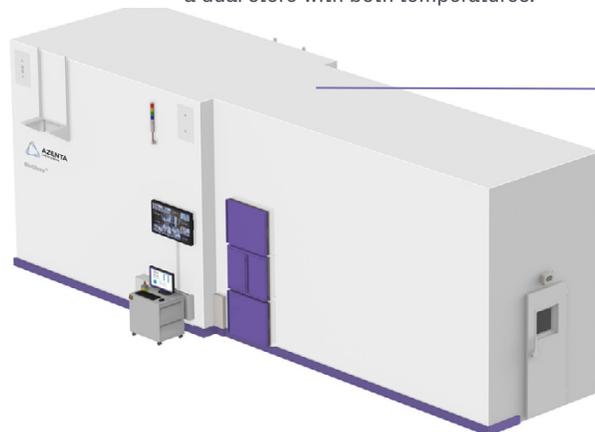
TEMPERATURE HOMOGENEITY:

By placing the cooling evaporators above the sample storage area, samples are maintained at a consistent temperature across the entire sample storage bank

−80°C PICKING MODULES

Maintains all targeted and unpicked samples at storage temperature throughout the picking process.

- MaxCool cryogenic refrigeration offers unrivaled reliability developed over years of intensive use in semi-conductor applications. It is capable of any temperature setting between -60°C and -85°C

- LN2 backup ensures continued sample security in the event of a catastrophic power outage.

SAMPLE SECURITY

DIMENSION EXAMPLES

Length	Depth	Height
4.31 – 12.77m (14.2 – 41.11ft)	2.38 – 3.21m (7.10 – 10.6ft)	2.48 – 4.78m (8.2 – 15.8ft)

Labware	Capacity Range
Azenta 0.9mL	220,000 – 6,300,000
Azenta 1.9mL	80,000 – 2,250,000
Azenta 3.8mL	49,000 – 1,370,000
Azenta 7.6mL	28,000 – 830,000
SBS Microplate 14.5mm High, Foil Heat Sealed	3,400 – 97,000

Details minimum and maximum dimensions of standard BioStore sizes, and capacity examples.
Contact your Azenta automation expert to discuss the best system for your workflows, and further opportunities for customization.

BioStore Space Efficient Model

The BioStore™ space efficient model is an automated -80°C sample storage system from Azenta. The system has been designed to fit into 8.2 ft (2.5m) ceiling height laboratories. The BioStore space efficient model stores a range of container types and sizes and provides compact, flexible, high-density sample storage. This could be the first step in simplifying your lab sample inventory and sample management.

- The BioStore space efficient model is the ideal solution for those who have smaller sample collections but need the benefits of automation like easier, faster, and more reliable access to high-quality samples.

- The BioStore space efficient model captures sample barcode data upon input to automatically update the inventory and assign a storage location.

FEATURES AND BENEFITS

- **Easier sample storage and greater space efficiency:** BioStore space efficient model fits in standard labs and offers simple intuitive design for easy system operation.

- **Simple sample management:** Push button sample storage and retrieval.

- **Sample protection:** Automated handling for minimized sample temperature cycling. Robust refrigeration design for sample protection from disasters. Remote monitoring and product support.

- **Environmentally friendly refrigeration** (helium compressors)

- **Optional -20°C storage zone:** Extra flexibility for storing different sample types.

STORAGE CAPACITY EXAMPLES

Tube/Vial Type	BioStore Space Efficient Model
Azenta 0.9 ml	220,000
Azenta 1.9 ml	80,000
Azenta 3.8 ml	49,000
Azenta 7.6 ml	28,000
SBS Microplate, 14.5 High, Foil Sealed	3,400

HIGH DENSITY STORAGE:

75% increase in storage capacity over SBS racks
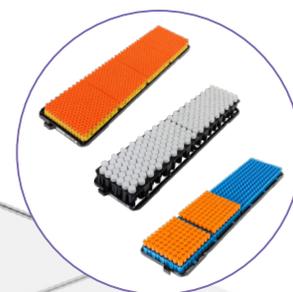
BioStore space efficient model stores a range of container types and sizes and provides compact, flexible, high-density sample storage

Maximized vertical storage density:

Using optimized shelf pitches combined with high-density storage trays, the BioStore space efficient model could be the first step in simplifying your sample inventory and management.

BioStore -80°C LN2-Based Automated Storage System

Automated LN2 vapor based freezer for viral vector and other collections requiring automated -80°C* Storage

BioStore combines the advanced automation technologies and user interface from Azenta Life Sciences with the performance of industry leading freezers. This space efficient automated freezer can be used for a wide range of applications and inventory types.

Insulated Robotic Tower:

- Insulated tower temperature protection for non-targeted boxes protects innocent sample temperatures

- Ergonomically designed for simple user experience and minimized injury risk - the tower gently and automatically delivers requested samples

- Limits sample handling SOP errors

Integrated Software with full LIMS Connectivity:

- Superior user interface for easy operation and inventory management / documentation to the vial level

- Secure username and password access for full traceability

- Library management option, allowing the freezer to be partitioned into libraries with user defined access control

- LIMS integration and reporting options enhance existing storage and tracking infrastructure

CryoPod™ Carrier:

- Optional carrier can be attached to the tank to hold samples safely in LN2 vapor environment

- Integrated temperature monitoring logs temperature, date/time, alarms & events

LN2-based Storage Tank:

- Temperature set point between -20°C & -150°C*

- Supports cassettes (25ml -250ml), cryoboxes and SBS racks

- Extended hold time compared to mechanical freezers in emergency situations - i.e. 4 days from -80°C to -60°C vs approx 6 hours in mechanical freezers

* temperature variation is +/- 6°C due to thermocouple variation and thermal loading

Strata Next Generation Store Controller Software

The Azenta Strata™ software is the high-performance engine that drives the sample management process in Azenta Life Sciences' SampleStore and BioStore automated storage systems. Strata makes automated storage easy and convenient to use — no special engineering expertise is required to operate the system. Strata's reliability and flexibility ensure that your samples will be efficiently processed and securely protected. The latest release of Strata now includes several key features and improvements in functionality, workflows and overall user experience.

Strata sample management software enables intuitive interaction with our SampleStore and BioStores alike. The simplified user interface is easily configured for day-to-day operation, plus greater detail is available for "super users" via drill-down and advanced screens. One can access Strata software directly from a workstation adjacent to the store, remotely from a user's office, or from home on a smartphone/tablet. The software simplifies integration with corporate IT systems and LIMS that support web services and other technologies. Reliable performance is realized via intelligent diagnostics and error recovery. With Strata, your staff can focus on the science rather than contending with disparate sample collection management systems.

REMOTE ACCESS
Data is accessible from any location using a laptop, tablet, or web-enabled device.

THE FOUR PILLARS OF STRATA
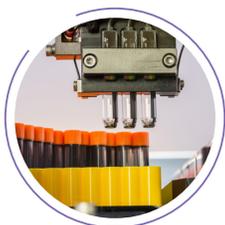
Securing Your Samples

Performance / Reliability

Easy to Use / Modern

Seamless IT Integration

KEY FEATURES

- **Sample security**
  — Conducts lifetime inventory and environmental tracking while compiling sample chain of custody and audit trail reports.

- **Easy-to-use interface**
  — Intuitive, information-rich display with modern graphics permits operations with zero special training. Customizable screens permits application specific workflow presentations.

- **High performance and reliability**
  — Provides full order control, including, drag-and-drop order prioritization.
  — Optimizes throughput through more efficient batch workflows and order decomposition.

  — System data logging and performance tracking assures reliability.
  — Enables remote diagnostics and troubleshooting.
  — Regulated environments: IQ/OQ/PQ, GxP
  — Strata facilitates compliance to CFR21 Part11

- **Seamless IT integration**
  — Flexible deployment options include active directory integration and encrypted system access passwords. LIMS options include web services API, database, and file-based integration. Accessibility is highly configurable with definable user roles.

Enhancement Package Options

Strata software enhancement packages are available to new and existing users, in order to advance the management of biosamples and compounds within SampleStore and BioStore automated storage systems.

THROUGHPUT AND WORKFLOW ENHANCEMENT	STORAGE OPTIMIZATION	BIOSTORE SAMPLE MANAGEMENT	ADVANCED STORAGE MANAGEMENT

BENEFITS

- Improve your workflows

- Access to the latest enhanced Strata features

- Effortless enablement

- Low cost with high value return

- Works in conjunction with latest version of Strata

ENHANCEMENT PACKAGES

- Benefit from an updated iteration of Strata Core Software with an upgrade to an advanced release.

- Our enhancement packages are available whether you are purchasing a new store or determining your next service level with us.

- Existing customers
  — Enhancement packages can ensure you get the extended benefit from your current Azenta Life Sciences automated store.

- New customers
  — Enhancement packages can be included in the build of your new automated storage system.
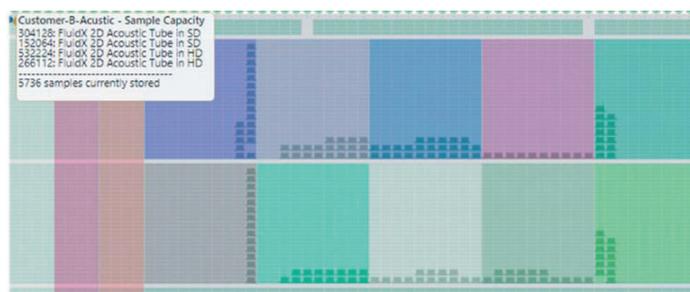
Physical tenancy - Advanced:
Specific sample sets are organized on trays and physical locations within the system. Only sample sets allocated to specific users can be visible or accessed
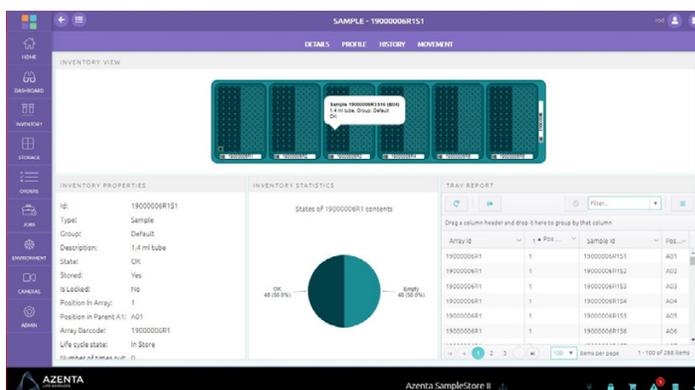
User / order partitioning:
Multiple groups of sample sets/owners only have access to view their orders ensuring sample security and auditing

Automation Interface Module

INTRODUCTION

The AIM delivers samples on either an Azenta High Density (HD) Tray, or more commonly on an Azenta six position SBS rack tray, on its external diving board location. Any samples that can be presented onto SBS format racks (whether tubes, vials or plates) can be interchanged in this manner. This system is compatible with 96, 384, and 1536 plate formats.


KEY BENEFITS

- Supports reduced turnaround time
- Greater overall throughput and reduction of manual processing
- Enables direct integration with automation platforms
- Supports any samples (tubes, vials and plates) stored on SBS format racks

TYPICAL APPLICATIONS

- Carousel based input/output to enable easy transfer of samples to/from a detached platform
- Sample thawing, centrifuging, auditing, tube picking and carousel input/output
- Liquid handling platforms (Tecan, Highres Biosolutions, Perkin Elmer, Beckman Coulter, Dynamic Devices, and more)
- Tube decapping and auditing
- Azenta high volume liquid handling platform
- Azenta Prep Cell
- Acoustic dispensing
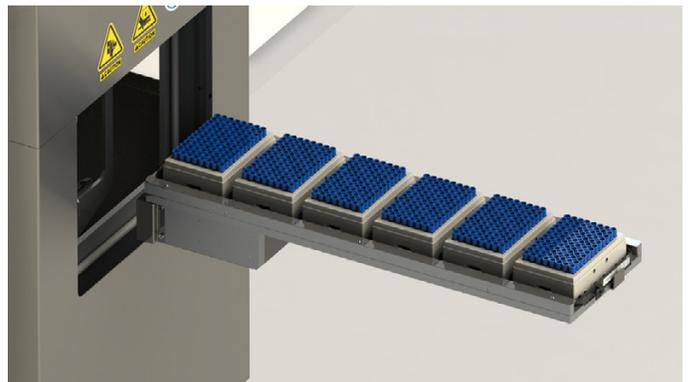
Automated Cryogenic Solutions

BioStore: Industry Leading Automated Liquid Nitrogen Vapor Storage

BioStore storage systems are the only storage solutions which combine the sample protection, safety, and accessibility of a high efficiency LN2 freezer with advanced automation features such as: real-time inventory control, cold-chain management and significantly improved customer experience over manual freezers.

BIOSTORE MODELS

- BioStore Cryo Storage System: -190°C LN2-based automated storage
- BioStore Ultra Low Storage System: LN2-based automation with a user defined temperature set point between -20°C to -150°C

BioStore: Software Controller

BioStore Software Controller enables order management and execution

- Friendly Graphical User Interface
- Tube Level Sample Inventory
- Order Management and Execution
    — Store, retrieve, audit
    — Prioritize orders, pause, resume and cancel orders
- Comprehensive Error Handling
- Monitoring Storage Environment Data
- User Management
    — User authentication
    — User creation, roles and functions
    — System level configurable settings
- Regulated Environments: IQ/OQ/PQ, GxP

Real-time inventory control of LN2 sample collections

BioStore Software Options

- LIMS connectivity for real-time sample management
- Library license allows users to define access privileges within a single freezer system
- Reports license gives users access to 19 real-time reports for auditing purposes

BioStore industry leading automated cryogenic storage combines the best in sample security, data management and inventory control.

Rate of Warming – First 30 seconds

°C / MINUTE

■ Manual
■ BioStore Automated System
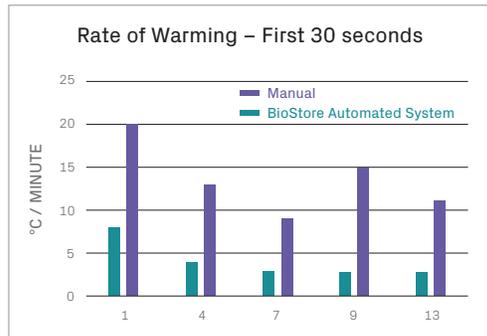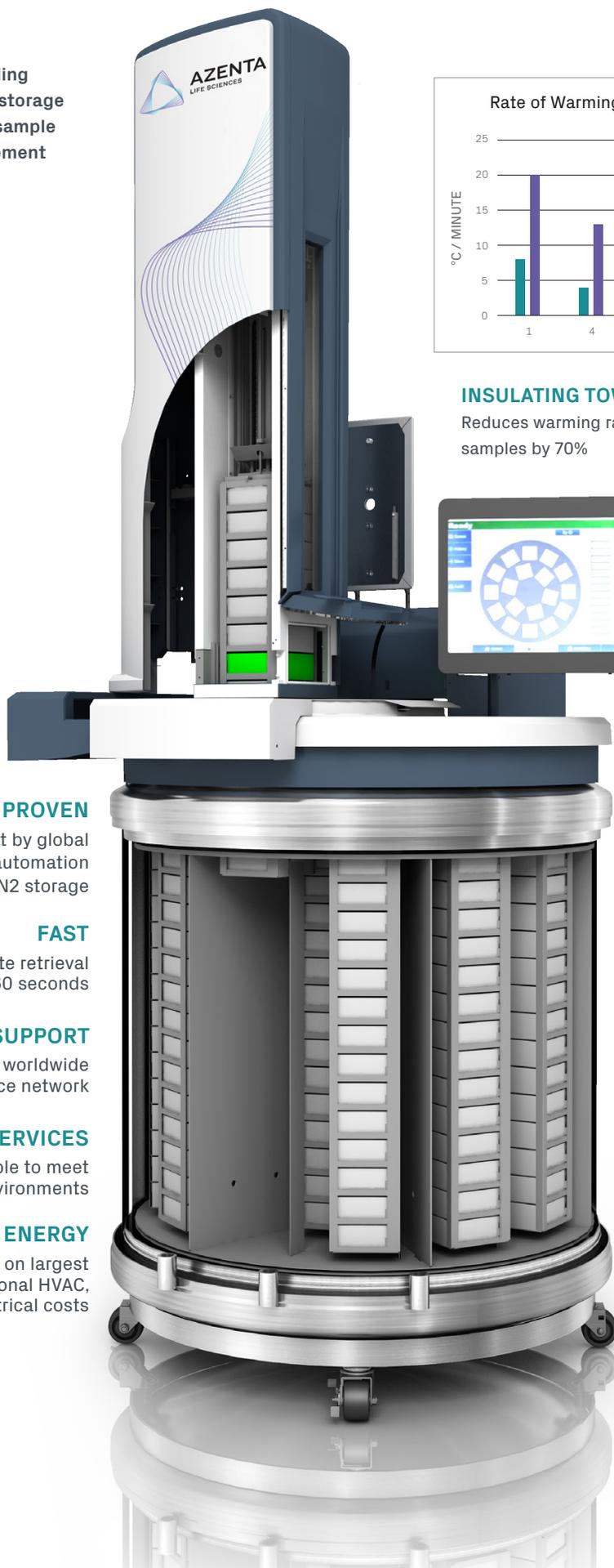
INSULATING TOWER
Reduces warming rate of innocent samples by 70%

PROVEN
Designed and built by global leaders in automation and LN2 storage

FAST
Box or Cassette retrieval in <60 seconds

SUPPORT
Azenta Life Sciences worldwide service network

QUALIFICATION SERVICES
IQ/OQ/PQ available to meet regulatory environments

GREEN ENERGY
< 15L of LN2 per day on largest systems, no additional HVAC, minimal electrical costs

SIMPLE USER INTERFACE
Intuitive touchscreen control

SECURE
Access and inventories restricted to pre-authorized users

USER SAFETY
Ergonomic design minimizes PPE requirements and reduces injury risk

DISASTER PROTECTION
Days of protection in case of electrical failure or LN2 interruption

REGULATORY
21-CFR-Part 11 compliant with LIMS connectivity

FLEXIBLE
Compatible* with a wide array of boxes, cassettes or SBS racks

*Confirm your specific cassette dimensions for compatibility

Ambient to -20°C | -80°C | Cryogenic -190°C

Data and Informatics

Our preconfigured and customizable cloud-based software platforms streamline R&D sample and workflow tracking, and global inventory management.

FULL SAMPLE AND PRODUCT LIFECYCLE MANAGEMENT PLATFORM

- Enterprise-level, comprehensive lifecycle management solution

- Cloud-based and highly scalable

- Customizable to meet your unique needs, workflows, and specifications

- Configurations available to manage samples or materials

Integrate with:

- LIMS systems (both Azenta and 3rd party), instruments, robots, and stores.

- Systems interfaces including authentication systems (Shibboleth, SSO, etc.) unique to each customer, 3rd party data warehouses.

- Instruments and robots to manage the workflow and collection of sample processing data.

AUTOMATED STORES AND STRATA CAN BE INTEGRATED WITH ENTERPRISE LIMS SYSTEMS LIKE FREEZERPRO

FreezerPro®

The FreezerPro system is a scalable web-based sample inventory management system ideal for users managing hundreds of collections in all types of organizations ranging from lower throughput labs to central biorepositories with millions of records; delivers secure management of samples and sample information.

- Intuitive, fast, reliable LIMS system

- Web-based system

- More than 250 installations globally

- FreezerPro cloud access from any browser

- Simple implementation, no expensive setup costs

Tri- & Dual-Coded Sample Tubes

Ensure sample integrity, improve sample tracking, and drive process efficiency in R&D workflows with innovative consumables and instruments.

HIGH-QUALITY CONSTRUCTION

- Ideal for cryogenic storage to -196°C in vapor phase liquid nitrogen
- Manufactured from virgin polypropylene in a clean room environment: free of endotoxins, nucleases, heavy metals, and animal contaminants
- Double-turn thread for a reliable, secure, and consistent screw cap seal

FULLY TRACKABLE

- Permanent, high-contrast, unique codes ensure proper sample identification for full audit traceability
- Up to three label types to support multi-site collaboration and sample sharing

FLEXIBLE OPTIONS

- Tube sizes to support working volumes from 70 μL to 7.6 mL
- Capping options include screw caps, leak tested to ensure sealing security
- Internal or external thread tubes for greater sample volume flexibility

INTEGRATED SOLUTIONS

- A wide range of formats and software to support many workflows
- Caps and racks are compatible with automated instruments for rapid barcode reading and decapping/capping

2D Code

Linear Barcode

Human Readable Number
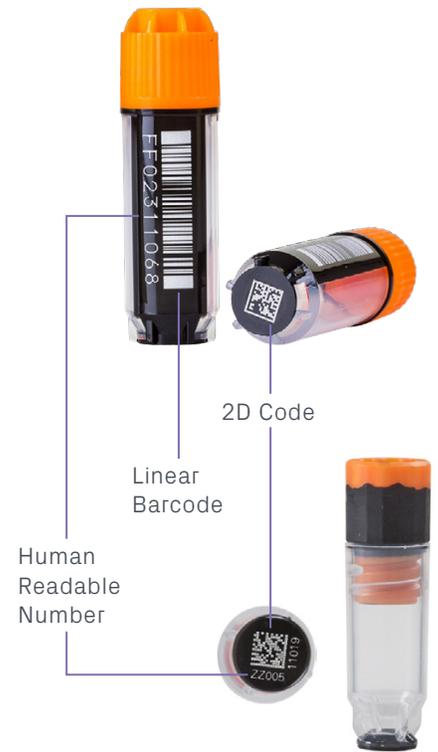
SBS Racks

Cryo Storage Racks
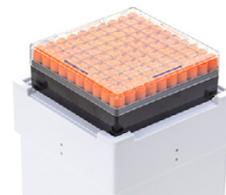
Barcode Readers

Decappers/Cappers

Ambient to -20°C | -80°C | Cryogenic -190°C

Automated Storage Global Support Team

Azenta world-class service team is committed to ensuring you meet your business objectives by providing a flexible portfolio of service products designed to optimize uptime and productivity. Whether you are seeking training, maintenance, service, spares packages or compliance support, Azenta has the solution to meet your needs.

- CORRECTIVE SERVICES
- REMOTE DIAGNOSTIC & REPAIR
- PREVENTATIVE MAINTENANCE SERVICES
- ADDITIONAL SERVICES AVAILABLE

- Azenta Life Sciences
- Regional Offices:
  North America
  UK and EU
  Asia-Pacific
- Biorepositories /
  Bioprocessing
  Solutions Centers

SERVICE AND SUPPORT SOLUTIONS

- **Training:** improve up-time and increase your team's skill set and efficiency with onsite training classes that cover operations and error recovery

- **Validation Support Services:** ensure compliance requirements are met with Installation Qualification, Operational Qualification, and Process Qualification (IQ-OQ-PQ) of your Azenta Life Science equipment

- **Customized Upgrade Solutions:** extend the lifetime of your system with standard or customized upgrade solutions based on your specific equipment configuration

- **Equipment Repair/Refurbishment:** have your device or instrument repaired or refurbished/upgraded at one of our repair sites throughout the world

- **Equipment Relocation:** expert disassembly and re-installation of your system should you need to relocate your system to new premises

INDUSTRY LEADING EXPERTS

Azenta Life Sciences' service organization is a dedicated team of experts that will help you from delivery and installation through to operation and maintenance. Our specialists are available to support, consult and train you and your team. Enjoy the benefit of our experts:

- **Installation Engineers:** a dedicated team of installation experts that specialize in the installation of your system

- **Technical Support Engineers:** global multilingual experts are a phone call away to provide assistance and help troubleshoot your system

- **Customer Service Engineers:** field experts located throughout the world ready for dispatch to provide maintenance/repair on-site

- **Software Engineers:** a team of software experts in infrastructure, data management, operation and integration provide remote support to optimize performance of your system

KEY BENEFITS

Increased Uptime

Maximized Value
Increased Uptime

Improved Productivity

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