![PTC Product & Service Advantage logo]

PTC Axeda Remote Service Management Applications - Customer Success Stories

PTC®

Leading Companies in Many Industries

9 of the **Top 10**

MEDICAL DEVICE
MANUFACTURERS

The World's **LARGEST**

TELECOMMUNICATIONS
COMPANY

4 of the **Top 5**

IT STORAGE
PROVIDERS

The World's **LARGEST**

SOFTWARE
COMPANY

The **Top 2**

ATM
MANUFACTURERS

The World's **LARGEST**

INDUSTRIAL
MANUFACTURER

PTC®

With Leading Companies in Many Industries

Medical Instruments and Life Sciences

Enterprise Technology

Printing and Kiosks

PTC®

In-Vitro Diagnostics

Life Sciences

Imaging and Oncology

PTC®

Enterprise Storage and Technology

Retail/Kiosk/Point-of-Sale

Industrial/Printing

High Security

Semiconductor

Examples of Top Customer Achievements

PTC®

- **Abbott Diagnostics**
  - 15% less calls requiring field service

- **Applied Biosystems**
  - 33% reduction in field service visits (unscheduled visits nearly eliminated)

- **CareFusion**
  - Installed at > 50% of customer base in 18 months (less than 5% in 3 years for VPNs)
  - $700K savings on software update
  - $2M savings on new software release update

- **Comverse**
  - Reduced monthly malfunction service requests from more than 60 per month to fewer than 20 per month with proactive service requests

- **Diebold**
  - 17% of problems resolved remotely; equipment downtime reduced by 15%

- **Egenera**
  - Customer satisfaction rating increased from 3.1 to 4.75 out of 5 and met SLAs
  - Time to distribute software patches and releases cut by 82%
  - Response times on customer calls or Web requests for service reduced from 1 hour to under 2 minutes

- **Eastman Kodak**
  - Software-related issues corrected in 90% less time than phone support

- **Leica Microsystems**
  - Saved more than $500,000 (US) annually by avoiding 400 onsite visits
  - Reduced unscheduled downtime by 40%
  - Improved service productivity by 5%

- **NetApp**
  - Case resolution time cut in half

- **Philips Healthcare**
  - Reduced annual software upgrade costs by $1.2M
  - Reduced field service visits by 20%, overall service costs by 15%
  - Increased service contract renewals by 12%

- **Quantum Corporation**
  - 30% of customers cite remote services as primary reason to purchase

- **Varian Medical Systems**
  - Reduced MTTR by 50%
  - Averaged 700 calls resolved remotely per month
  - Reduce service costs by $2,000 for each problem resolved remotely

PTC®

Financial
- Wells Fargo
- Credit Suisse
- JPMorganChase
- Citi

Energy / Transportation
- ExxonMobil
- ConocoPhillips
- Southwest

Computers
- intel Leap ahead
- Fujitsu Siemens Computers
- AMD Smarter Choice
- NetApp

Pharmaceutical
- gsk GlaxoSmithKline
- Pfizer
- Amgen
- AstraZeneca

Retail
- The Home Depot
- Wal-Mart Save money. Live better.

Manufacturers
- Volvo
- 3M
- Sony
- General Dynamics

Government
- U.S. Army
- Amtrak
- USDA
- National Institutes of Health

Universities
- Duke University
- University of Oxford
- MIT
- Stanford University

Medical
- Harvard Medical School
- Johns Hopkins Medicine
- Walter Reed Army Medical Center

Software
- Oracle
- redhat
- bmc software
- symantec

Telecom
- vodafone
- verizon
- AOL

PTC®
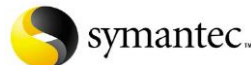
- **Business**
  - The leading global provider of utility storage, a category of next-generation storage arrays built for utility computing

- **Objectives**
  - Replace modem-based and internal remote support tools with proactive remote service automation platform

- **Impact: 3PAR Secure Service Custodian**
  - Robust network security and authentication model
  - Highly flexible customer network policy management
  - Sound technology platform for on-going enhancements
  - Improve customer service at lower costs

3PAR

Abbott Diagnostics

ABBOTT LABORATORIES
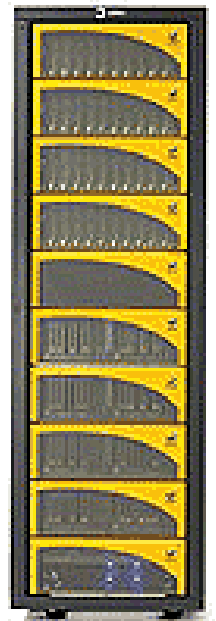
- ## Business
  - $4B provider of blood diagnostic instruments for immunoassay and chemistry testing and hematology

- ## Objectives
  - Reduce unscheduled service visits
  - Increase instrument uptime and consumable sales
  - Lower service costs with proactive, remote diagnostics

- ## Impact: AbbottLink
  - 15% less calls requiring field service
  - Instruments proactively notify service personnel of problems
  - Diagnostic files automatically retrieved when problems occur
  - Just-in-time consumable replenishment by monitoring system parameters

PTC®

- **Business**
  - Global leader in the field of radiosurgery dedicated to providing an improved quality of life and a non-surgical treatment option for those diagnosed with cancer

- **Objectives**
  - Enables Accuray's team of highly trained engineers and customer support technicians to diagnose and address service needs from a remote location using a secure Internet connection

- **Impact: CyberKnife Access Remote Service**
  - Provide real-time support for quick customer response
  - Reduce field service visits
  - Enhance operational efficiencies and improve customer satisfaction
  - Help maintain compliance with HIPAA and 21 CFR Part 11

PTC®

Agilent Technologies

- **Business**
  - World's premier measurement company and $5B provider of measurement equipment for communications, electronics, life sciences, and chemical analysis

- **Objectives**
  - Increase equipment utilization
  - Improve customer satisfaction

- **Impact: Agilent Remote Advisor**
  - Reduced onsite repairs with no parts by 20%
  - Determined 40% of "Push for Help" requests could potentially be resolved remotely
  - Tied their initiative to Service-Level Agreements (SLAs)
  - Used customer feedback to measure and improve the initiative
  - Plan for the future and outline challenges and objectives

Applied Biosystems

- **Business**
  - $2B provider of DNA analyzers to the world's top researchers including the Human Genome Project

- **Objectives**
  - Increase revenue by maximizing consumable sales
  - Proactively service parts approaching end-of-life
  - Lower travel costs through remote diagnostics

- **Impact:** <u>Smart Monitoring Service</u>
  - Customers have realized a 30% increase in instrument utilization
  - Field service visits reduced by 33%; unscheduled visits nearly eliminated

"The Smart Monitoring Service has contributed significantly to our throughput by helping us to maximize instrument availability. We closed a throughput gap of 6% down to a more reasonable and cost effective 3% in a matter of months."
        -- Tyler Aldredge, Director of Operations, Broad Institute

PTC®

- **Business**
  - $2.5B medical instrument business with multiple product lines

- **Objectives**
  - Service monitoring of two product lines
    - SYNCHRON® LX20 chemistry analyzer
    - COULTER® LH 700 hematology analyzer
  - Customer application for quality assurance

- **Impact: PROService**
  - Eliminate emergency service calls
  - Reduce customer downtime
  - Replenish consumables just-in-time
  - Improve customer satisfaction

- **Business**
  - Leading developer and manufacturer of medical technology for radiosurgery, radiotherapy, orthopedics, ENT, and neurosurgery

- **Objective**
  - Remotely service VectorVision® and BrainSCAN™ workstations

- **Impact**
  - Proactive service and support
  - Remote screen sharing
  - Automatic software updates
  - Maximized system uptime

CareFusion
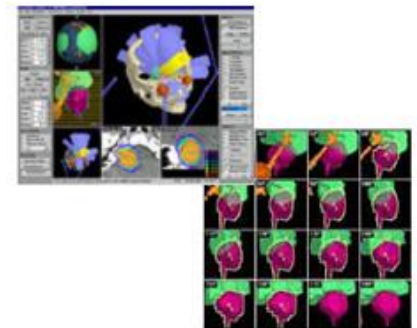
- **Business**
  - A spin-off of Cardinal Health that helps its customers measurably improve patient care by focusing on medication errors and hospital-acquired infections

- **Objectives**
  - Automate and audit the delivery of software updates to 180,000+ devices spanning 50+ product lines
  - Embed automated intelligence for proactive monitoring and predictive service
  - Replace VPN-based solution

- **Impact:**
  - Installed at > 50% of customer base in 18 months
    - Less 5% in 3 years for VPN solution
  - >$700K savings on daylight savings software update
  - >$2M savings on new software release update

CareFusion (Formerly VIASYS Healthcare)

- **Business**
  - Leading provider of respiratory care, neurology, vascular medicine, and critical care products

- **Objectives**
  - Increase customer system uptime
  - Provide "OnStar" equivalent customer access to technical experts
  - Reduce field service onsite visits
  - Deploy software updates and upgrades remotely

- **Impact:** <u>Support Connect</u>
  - More than 15 product lines fully enabled
  - Field service visits reduced by 15%
  - Service agreement renewal capture rate increased by 10%
  - First to use an advanced remote service application on neuro care, sleep diagnostic, and pulmonary function systems in the U.S.
  - HIPAA and 21 CFR Part 11 compliant authentications and auditing

- **Business**
  - $1.2B provider of systems enabling network-based enhanced communication and billing services

- **Objectives**
  - Improving the efficiency and effectiveness of standard maintenance and support through proactive remote service
  - Perform lengthy software upgrades from a remote location
  - Remotely access applications for hands-on troubleshooting and operator training

- **Impact: Comverse Service Platform**
  - Approaching 99.999% uptime on managed systems
  - Reduced monthly malfunction service requests from more than 60 per month to fewer than 20 per month with proactive service requests
  - Lower cost to upgrade field software

PTC®

- **Business**
  - Global leader in tissue-based cancer diagnostics

- **Objectives**
  - Automate software patch distribution, remotely troubleshooting issues, and deliver real-time diagnostic reports and dashboards on instrument productivity

- **Impact**
  - Reduce downtime by distributing software updates to Dako instruments via the Internet
  - Increase resolution times by remotely troubleshooting Dako instruments with remote desktop support
  - Provide customers with factual data about the productivity of their instruments with real-time diagnostic reports and dashboards

PTC®

DATA INNOVATIONS
Simple Ideas, Better Solutions
in Lab Data Management

- **Business**
  - The world's largest, most successful clinical laboratory middleware company

- **Objectives**
  - Remotely monitor and proactively support its Instrument Manager™ systems in maximizing uptime and increasing customer satisfaction

- **Impact**
  - Maximize system uptime with fewer support calls
  - Improve issue response and resolution time by remotely monitoring and troubleshooting system issues
  - Provide proactive support capabilities for improved customer satisfaction

- **Business**
  - $2.9B provider of integrated self-service delivery and security systems, including ATMs

- **Objectives**
  - Help customers achieve unprecedented uptime across ATM networks
  - Reduce resolution time and improve first-time-fix rates
  - Remotely validate system configuration and software version

- **Impact: OpteView®**
  - Average problem resolution time reduced from 3 hours to minutes
  - 17% of total issues resolved remotely without a field service visit
  - Overall Opteva ATM downtime reduced by 15%

"With OpteView, I can achieve world-class ATM availability by making the most out of a close relationship with a trusted vendor – Diebold."
        -- Chad Lynch, Services Manager, America First Credit Union

PTC®

- **Business**
  - $14.2B provider of ultra high-speed inkjet printers for commercial and newspaper applications

- **Objectives**
  - Extend product life and effectiveness
  - Increase productivity of customer equipment
  - Ensure proper and safe equipment operation by users

- **Impact**
  - Most software-related issues corrected in 90% less time than traditional phone support
  - Customer reports only 4 hours of unscheduled maintenance over a five-month period
  - Preventive maintenance activities driven by equipment performance

PTC®

- **Business**
  - The first company to create an automated self-serve, kiosk system for buying back and recycling consumer electronics

- **Objectives**
  - Automate software management tasks
  - Reduce field service visits and related costs
  - Maximize uptime so that consumers can consistently recycle their used electronics

- **Impact:**
  - Keep systems up to date with the latest software updates without dispatching technicians
  - Help increase retail store sales by encouraging users to use store credits from recycled electronics
  - Reduce service costs and focus on deployment goals

Egenera

- ## Business
  - A market leader in utility computing

- ## Objectives
  - Remotely monitor the Egenera BladeFrame® Server
  - Minimize customer TCO
  - Meet SLAs in delivering service and parts to customer sites within four hours

- ## Impact
  - Customer satisfaction rating increased from 3.1 to 4.75 out of 5
  - Analysis time reduced from 100 minutes to 7 minutes per problem
  - Resolution cycle time reduced from days to hours
  - Service response times reduced from 1 hour to under 2 minutes
  - Maintaining flat staffing levels
  - Time to distribute software patches and releases cut by 82%

ELEKTA
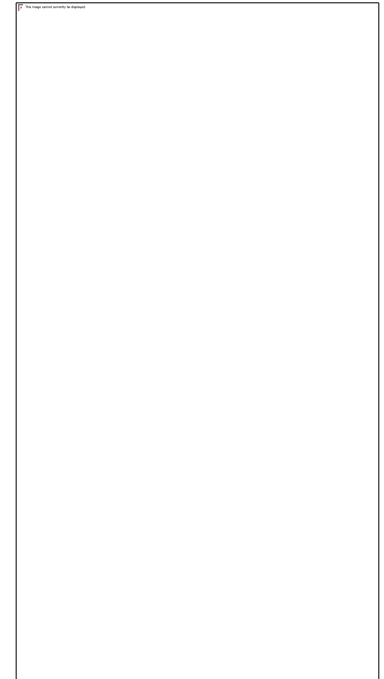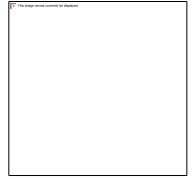
- **Business**
  - World-leading supplier of radiation oncology and neurosurgery solutions and services for treating cancer and brain disorders

- **Objectives**
  - Introduce a common remote service platform as the backbone for cross-product services
  - Retrofit without modifying controlled components of FDA Class III medical devices

- **Impact: IntelliMax**
  - "A Dynamic Suite of Lifecycle Services"
    - Connection Services: Instant expert advice and over-the-shoulder support
    - Performance Services: Predictive analysis and real-time notifications
    - Optimization Services: Monitoring, root-cause analysis, and advice
  - Reduced clinical downtime and fewer business interruptions
  - Increased number of treatments per system
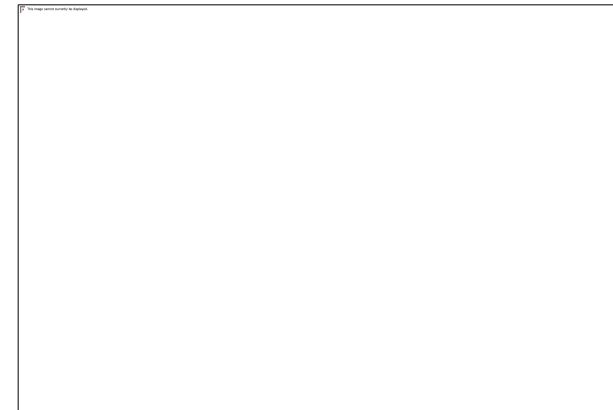
- Business
  - $11B world leader in products, services, and solutions for information storage and management
  - An acknowledged leader in remote product support

- Objectives
  - Replace modem-based communications with secure IP-based infrastructure
  - Seamlessly use existing remote service tools

- Impact: EMC Secure Remote Support Gateway
  - Unprecedented control and auditing of remote system activity for Sarbanes-Oxley compliance
  - Faster response with less costly onsite service
  - Secure platform for next generation of remote service

Fluid Management Systems

- **Business**
  - The leading worldwide manufacturer of mixing and tinting equipment for the paint, coatings, and ink industries

- **Objectives**
  - Promote customer adoption by offering secure connectivity to ice cream machines
  - Respond faster with less costly onsite visits
  - Provide next-generation of remote service

- **Impact:**
  - Monitor flavor use for accurate consumable resupply
  - Track sales trends by geography and time of year
  - Remotely troubleshoot system issues

FUJIFILM
FUJIFILM Medical Systems USA, Inc.

- **Business**
  - Industry leader in diagnostic imaging technology

- **Objectives**
  - Continuous monitoring of system components
  - Remote diagnosis and resolution
  - Software upgrades and usage monitoring

- **Impact**
  - Proactively notify errors and potential failures
  - Reduce problem resolution time, increase uptime
  - Avoid cost and operational issues of VPNs

Fuji Photo Film

FUJIFILM

- **Business**
  - $24B provider of mini photo labs, printers, servers, and customer-facing kiosks

- **Objectives**
  - Automate case tracking with integration to Astea
  - Proactively monitor equipment performance and usage
  - Lower product lifecycle costs by remotely delivering software upgrades

- **Impact:** Fujifilm Intelligent Device Services (FIDS)
  - Service call costs reduced
  - Increased uptime resulting in more revenue for each store
  - Performance management reports to help customers

"We used the system during the Christmas holiday rush. Fujifilm was able to pinpoint the problem and get us up and running within 30 minutes, without having to wait for a technician to come out." -- Craig Ketover, Owner of PD Photo

PTC®

GERBER TECHNOLOGY

- **Business**
  - Leading manufacturer of the world's leading brands of integrated software and hardware automation systems for the sewn products and flexible materials industries

- **Objectives**
  - Maintain low-cost and high customer satisfaction by resolving issues beyond dispatching technicians onsite
  - Provide proactive service and support
  - Capture and retain domain knowledge as product experts near retirement

- **Impact: GERBERconnect**
  - Reduced field service visits in Australia, China, Europe, and the U.S.
  - Improved first-time fix rate by 5%
  - Resolved issues to avoid downtime, often before customer is even aware
  - Regionalized and reduced overall inventory levels
  - Ensured next-day part delivery
  - Addressed the aging workforce issue by increasing the product knowledgebase within technical support

Hitachi High Technologies Kasado Works

- **Business**
  - Leading semiconductor tool maker

- **Objectives**
  - eDiagnostic-enable the Hitachi Series Plasma Etch System for 300mm wafers

- **Impact**
  - Provide level 0 through 2 SEMATECH eDiagnostics compliance for Hitachi
  - Establish first company in Japan to demonstrate eDiagnostics compliance

HOLOGIC®
CLARITY OF VISION

- **Business**
  - Recognized leader in CAD technology for the earlier detection of cancer and other medical conditions
  - More than 2,500 R2 mammography CAD installations located worldwide assisting with more than 9 million mammograms annually

- **Objectives**
  - Perform remote software updates to their global installations from a central location
  - Solution chosen based on number of deployments, customer satisfaction, and product superiority

- **Impact**
  - Reduce maintenance costs
  - Increase customer satisfaction

PTC®

- **Business**
  - Leading designer and manufacturer of ticketing, self-service kiosks, and boarding control equipment for transportation networks and government agencies

- **Objectives**
  - Remote monitoring and service of IER's kiosks for the French Social Health and Security Office to dispense questionnaires
  - Rapid deployment to meet service goals

- **Impact**
  - Monitoring usage patterns to optimize office use
  - Increased uptime reduces waiting times
  - Developed, installed, and deployed on 600 kiosks in various locations, including airports, in fewer than 6 months

PTC®

- **Business**
  - Leading designer and manufacturer of process automation systems, integrated electro-optical inspection and sorting systems, and processing systems

- **Objectives**
  - View equipment data in real time
  - Provide proactive service and support
  - Avoid service calls and increase first-time fix rates

- **Impact:** RemoteMD
  - Improve equipment performance
  - Increase uptime
  - Enhance maintenance efficiency
  - Extend equipment life.

Leica Microsystems

- **Business**
  - Leading global designer and producer of innovative, high-tech, precision optical systems

- **Objective**
  - To improve product reliability and serviceability by making potential problems predictable and providing preventive repair across all regions of the world

- **Impact:** RemoteCare™
  - Saved more than $500,000 (US) annually by avoiding 400 onsite visits
  - Maintains FDA compliance
  - Reduced unscheduled downtime by 40%
  - Cut field service visits by 33%
  - Improved service productivity by 5%
  - Fixed 30% of detected problems remotely
  - Improved time to repair fulfillment from 75% to 87%

leidos
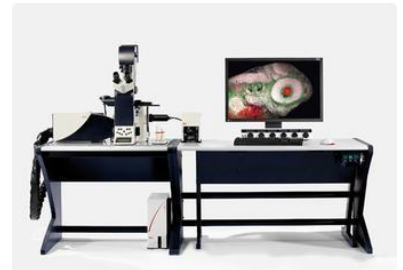
- ## Business
  - Leading provider of scientific, engineering, systems integration, and technical services and solutions to all branches of the U.S. military, as well as to customers in commercial markets

- ## Objectives
  - Use wireless connectivity to monitor mobile products, such as non-intrusive imaging systems
  - Monitor health information from vehicle, auxiliary power, and hydraulic control system
  - Track movement with geofences

- ## Impact:
  - Remotely troubleshoot and repair issues in far reaches of the globe, including Qatar
  - Saved $10,000 on initial service incident
  - Avoided travel and maintained customer satisfaction

PTC®

MAQUET

- **Business**
  - World market leader in operating tables and system solutions for the operating theater

- **Objectives**
  - Remotely monitor, manage, and service their Advanced Workplace for Image Guided Surgery and Vascular Interventional Workplace for Advanced Surgery integrated surgery and radiology workplaces

- **Impact**
  - Extend the reach of service organization to provide immediate response around the world
  - Verify service problems
  - Use global service personnel most effectively

PTC®

McKESSON
Empowering Healthcare

- **Business**
  - $92B provider of information and care management products and services across the healthcare industry

- **Objectives**
  - Provide proactive monitoring and software management capabilities for its automation technologies for hospitals, including the AccuDose automated dispensing cabinets

- **Impact**
  - Maximize system uptime with fewer service calls
  - Reduce costs by automating the distribution of software patches
  - Maintain security in sensitive patient environments

- **Business**
  - $2.8B provider of enterprise network storage and data management solutions

- **Objectives**
  - Lower time to problem resolution
  - Create flexible support options for evolving product lines
  - Increase security of remote support applications

- **Impact: NetApp eSupport**
  - Cuts case resolution time in half
  - Reduces delays and customer involvement in support events
  - Improves MTTR using remote diagnostics collection and event system information

PTC®

NORITSU

- **Business**
  - Leading manufacturer of high-speed digital photo-finishing lab systems

- **Objectives**
  - Remote management and monitoring of their QSS (Quick Service System) Minilab Systems

- **Impact**
  - Maximum system uptime
  - Higher operational efficiencies
  - Increased customer satisfaction
  - Automated software patch distribution

- ## Business
  - Leading manufacturer of yield-enhancing and production solutions for specialized applications in the supply chain of the electronics industry

- ## Objective
  - To improve customer satisfaction by minimizing downtime of automated optical inspection machines, while preserving security and safety

- ## Impact: Secora
  - Improved response time
  - Resolve complex issues faster by connecting technical experts from various parts of the world to collaborate
  - Reduced travel events
  - Improved pre-dispatch diagnostics, reducing demand for false parts
  - Improved customer visibility
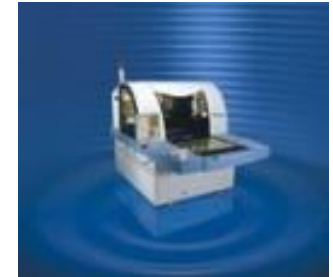
- ## Business
  - Leading provider of solutions that improve consumer safety and convenience at key touch points in the circle of pharmacy care

- ## Objectives
  - Remotely monitor Parata Max and Mini system information and translate performance data and trends into actionable service information

- ## Impact
  - Improve product quality and customer satisfaction by remotely monitoring system parameters
  - Securely connect to automation devices without compromising pharmacies' IT policies and maintaining compliance regulations
  - Transform the company's service model from reactive to proactive and predictable

- **Business**
  - PEP Stations is a leading Plug-in Electric Vehicle (PEV) charging station company based in Detroit.

- **Objectives**
  - To bring to market a trouble-free PEV charging station so that PEP Stations could address problems before their customers were affected.

- **Impact: *PEP Advantage™***
  - Approximately 25 percent of all issues are resolved remotely.
  - PEP Stations receive real-time system diagnostics for proactive service and support, as well as accurate and timely utilization reports.

PHILIPS

- **Business**
  - $1.2B provider of respiratory solutions, sleep diagnostic systems, and critical care products

- **Objectives**
  - Support mobile equipment that is occasionally connected
  - Allow customers to download software upgrades and product options to mobile devices with no patient disruption
  - Remotely diagnose instruments by accessing live and   historical data
  - Strengthen relationships with biomedical technicians

- **Impact: Respi-Link**
  - $1.2M annual savings from new software upgrade process
  - 12% increase in service contract renewals
  - 20% reduction in field service visits
  - 15% reduction in overall service costs

PTC®

Quantum.

- **Business**
  - $1B global leader in storage, delivering highly reliable backup, recovery, and archive solutions

- **Objectives**
  - Improve service, support, and upgrade procedures for disk-based and tape-based backup systems
  - Capture market share through service differentiation
  - Lower mean time to problem resolution

- **Impact: Quantum StorageCare Guardian**
  - 30% of customers cite remote service as the primary reason for purchasing new products
  - More than 70% improvement in time required to resolve a backup failure
  - Increased same-day case closures by over 25%
  - Lower cost to upgrade field software

PTC®

- **Business**
  - Leading global manufacturer of materials and systems for protective, presentation, and fresh food packaging, and performance solutions in the industrial, food, and consumer markets

- **Objectives**
  - Minimize equipment downtime
  - Reduce service visits
  - Increase revenue from consumables

- **Impact:** *PakFormance® Insight*
  - Receive proactive alerts before downtime occurs
  - Diagnose issues more effectively with more detailed system and error information
  - Enable customers to avoid meat spoilage by maintaining high-performance systems

SIEMENS

- **Business**
  - $2.1B provider of laboratory, self-testing, molecular testing, and critical-care diagnostics systems

- **Objectives**
  - Reduce unscheduled, emergency field service visits
  - Automate cost-per-reportable business model
  - Increase instrument uptime to maximize consumable sales

- **Impact**
  - Lowered downtime by proactively monitoring instrument performance
  - Fewer field service visits with remote log-file analysis
  - Accurate, timely tracking of instrument and consumable usage
  - Improved QC analysis, configuration management, and regulatory compliance

VAISALA

- ## Business
  - Leading manufacturer of weather instruments

- ## Objectives
  - Monitor, diagnose, and repair its weather measurement products, which are often installed in rural areas

- ## Impact:
  - Fewer on-site service repairs
  - Better first-time fix rates
  - Increased knowledge of how products perform in the field
  - Reduced service costs and increased product uptime

PTC®

VARIAN
medical systems

- ## Business
  - $2B provider of integrated cancer therapy systems

- ## Objectives
  - Lower business interruptions and patient rescheduling by continually monitoring radiation dosage
  - Improve clinical effectiveness by remotely monitoring and o   instrument performance
  - Use on-demand, over-the-shoulder training and support for increased uptime

- ## Impact: SmartConnect
  - 50% reduction in mean time to repair (MTTR)
  - Averaged 700 calls resolved remotely per month
  - Save four hours of travel time for each call
  - Reduce service costs by $2,000 for each problem resolved remotely
  - 20% fewer technician dispatches worldwide
  - Maximize uptime (one day of downtime means 35 patients miss treatments)

PTC®

VENTANA

- **Business**
  - Industry leader in instrument/reagent systems that automate slide preparation and staining in clinical histology and drug discovery laboratories worldwide

- **Objectives**
  - Optimize availability and performance of their devices
  - Reduce customer total cost of ownership
  - Continuously monitor configuration and calibration

- **Impact:** Ventana CareGiver™
  - Improved service response time and reduced downtime to fewer than 24 hours in most cases
  - Improved instrument recovery time by more than 37%

MODUS

- **Business**
  - A wireless solutions integrator that provides a total solutions approach to the design, engineering, delivery, and on-going support of wireless solutions

- **Objectives**
  - Adopt a proven M2M platform to meet the scalability requirements for widely deployed solutions
  - Enter new markets and sell more services and hardware
  - Rapidly build custom applications to meet end-user requirements per market

- **Impact: Axeda Platform VAR**
  - Provide end-to-end solutions for the usage-based insurance, digital signage, remote systems monitoring, and other emerging markets
  - Build applications in days, not weeks in getting to market faster with solutions tailored per market
  - Provide scalability and performance to support thousands of deployed assets

- **Business**
  - Leading manufacturer of high-quality, digital color printing systems

- **Objectives**
  - Remote service and diagnostics capabilities for the Xeikon 5000
  - Every Xeikon 5000 comes standard with Axeda ServiceLink

- **Impact**
  - Automated consumable resupply
  - Remote monitoring of press runs
  - Proactive service and SAP integration
  - Enhanced productivity and reliability
  - More than 75% of devices are connected

Xeronics

- **Business**
  - Leading provider of solutions for operational data collection, remote system performance monitoring, and business intelligence solutions for the life science lab automation Industry

- **Objectives**
  - Support and remotely monitor performance of lab automation equipment

- **Impact**
  - Realized 50% cost savings by avoiding the expense of an on-premise solution
  - Enable manufacturers to reduce service costs by 30% through increased fault prediction and improving product reliability
  - Reduced manufacturer R&D costs for future versions by 20% through increased knowledge about product usage

Customer Marketing Examples

3PAR — 3PAR Global Support Delivery

Abbott Laboratories — AbbottLink

Agilent Technologies — Agilent Remote Advisor

AB Applied Biosystems — Smart Monitoring Service

BECKMAN COULTER — PROService

BrainLAB — iHelp

CareFusion — CareFusion Remote Support Services

COMVERSE — Service Platform

DIEBOLD *We won't rest.* — OpteView

ELEKTA — IntelliMax

EMC² where information lives® — EMC Secure Remote Support Gateway

FUJiFILM — Fuji Film Intelligent Device Services

GERBER TECHNOLOGY — GERBERconnect

Hospira *Advancing Wellness™* — MedNet SafeWatch

Leica MICROSYSTEMS	RemoteCare
MAQUET	MCare Remote Services
Omnicell®	Omnicell vSuite
Quantum.	StorageCare Guardian
NetApp™ Go further, faster	NetApp eSupport
Carestream HEALTH	CareStream Remote Management Services

PHILIPS	Respi-Link
COVIDIEN	ValleyLab Exchange
STERIS®	ProConnect
VARIAN medical systems	SmartConnect
VENTANA® MEDICAL SYSTEMS, INC.	CareGiver
Waters THE SCIENCE OF WHAT'S POSSIBLE.™	Connections INSIGHT®

Customer Solutions – Powered by Axeda

EAT•N	**GearGard**
Hill-Rom A HILLENBRAND INDUSTRY	**OnSite System**
PRESSTEK A SMARTER WAY TO PRINT	**Guardian Support**
orbotech Be Sure	Secora
SIEMENS	RealTime Solutions
sysmex	SNCS

- Solution overview

- List of enabled products

- Downloadable product brief

- FAQs
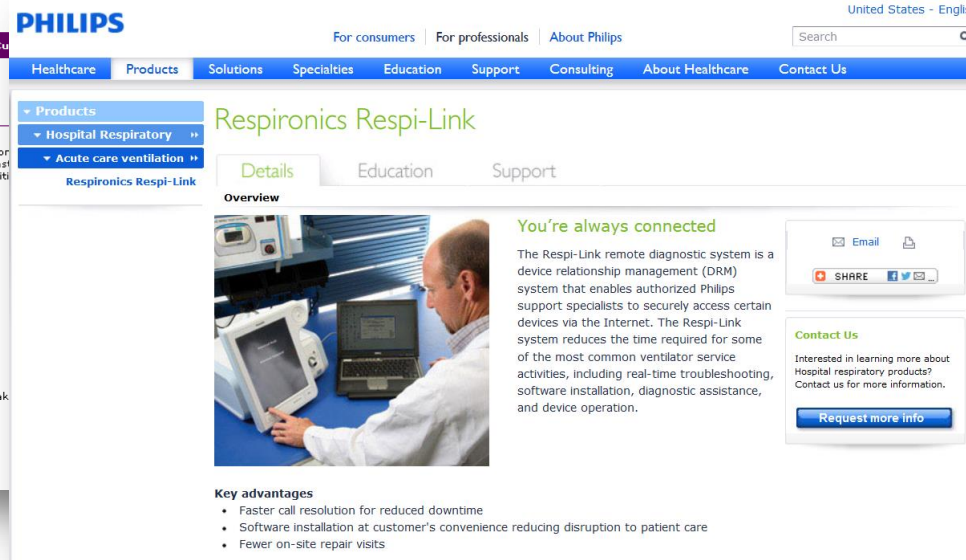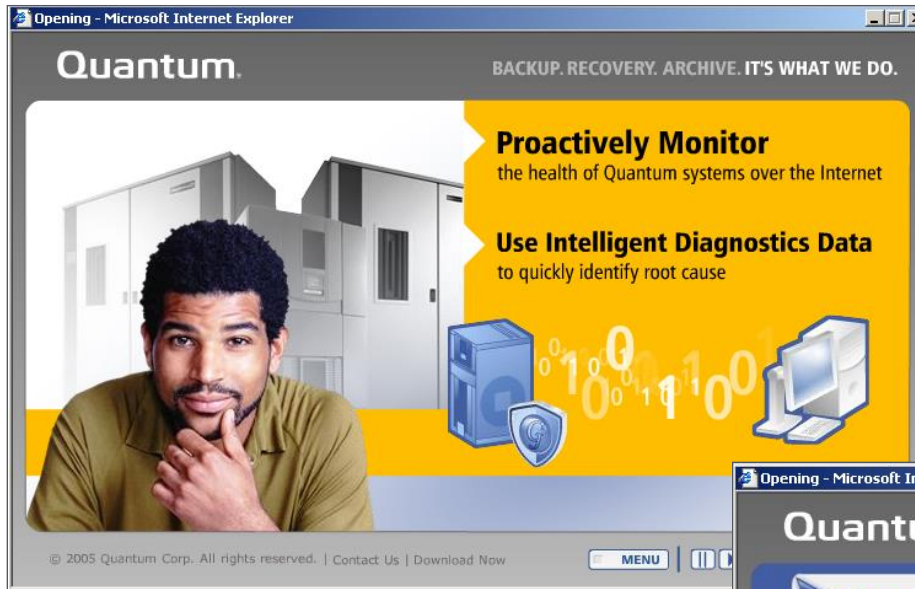
Self-running demo provides a high level solution overview for visitors

Quantum's new remote support solution **offers highly reliable backups and faster problem resolution** through remote monitoring and diagnosis of Quantum products.

- "Responding to problems after they occur is no longer enough. Potential problems must be anticipated and prevented …"

- "On the average, Support Console has been proven to reduce the MTTR by two hours."

- "All communication to Network Appliance is protected by SSL encryption authenticated by Verisign certificates. You authorize all transactions using the integrated Security Policy Manager and provide supervised 'ushered access' to NetApp personnel."
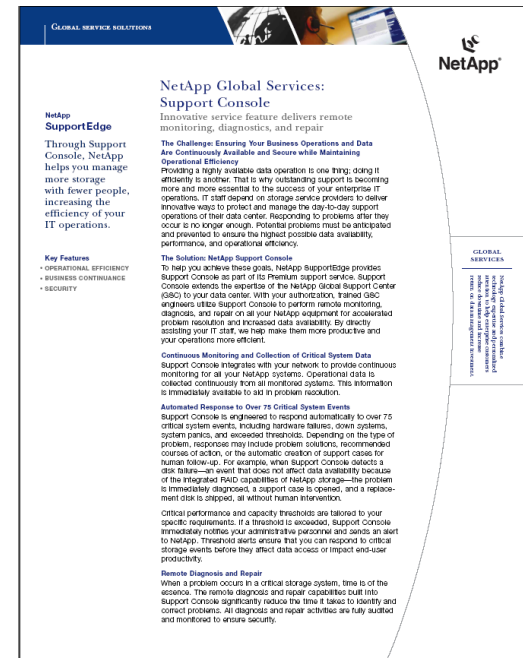
PTC®

"…we will greatly reduce the need to take equipment out of service for recalibration and corrective maintenance. If we can improve the machines' uptime, we can treat more patients."
Elekta

With SmartConnect technology, Varian software can make a direct connection to its own life support system: Varian's service department.

Varian - Centerline

customer focus

Monitoring
the cost of instrument
downtime

The economics of managing a research laboratory is a complex business and running costs are top of the list of things that need careful surveillance. It is possible to anticipate and control most of a laboratory's running expenses but instrument downtime is unpredictable, frustrating and can have a severe impact when it strikes. Productivity can be significantly altered and the time it takes to fix the instrument will depend on the exact problem and the availability of spare parts if they are needed. Every laboratory will suffer from the effects of instrument downtime at some time, whether running a couple of machines or a hundred and, up until now, there has been no unified way around it.

However, the ability to predict when an instrument will fail is moving one step closer thanks to a new service from Applied Biosystems called BioMonitor™. It was designed in partnership with Axeda Systems Inc., a leading provider of device relationship management solutions, and was originally developed to allow engineers to diagnose instrument problems remotely, so if an on-site visit was needed, the engineers could turn up equipped to solve the problem straight away.

"With more than 75 instruments connected to Smart Monitoring Service, I have special access and can also monitor the instruments myself, and I particularly like that I can see what an instrument is doing from wherever I am, even if I'm at a conference abroad."

Chris Clee, Sequencing Facility Manager, Wellcome Trust Sanger Institute, Cambridge, UK

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Best Practices in Strategic Service Management

"The best-in-class companies Aberdeen interviewed for this report have each leveraged combinations of technology with well-defined business processes, to achieve performance gains throughout their service operations. Applied Biosystems, in partnership with Axeda Systems, have figured out how to maximize equipment uptime and minimize service response time, which provides significant cost and time savings as well as productivity increases for Applied Biosystems' service organization and the company's customers."

-Mark Vigoroso, vice president of service chain management research, Aberdeen Group.

PTC®

CardinalHealth

"Providing our customers with superior service is a top priority for Cardinal Health," said Lauren Abrams, senior vice president of customer support operations for the Clinical Technologies and Services segment of Cardinal Health.

Quantum.

Quantum Introduces New Remote Monitoring and Diagnostic Service to Deliver Highly Reliable Backups and Rapid Issue Resolution

StorageCare Guardian Further Demonstrates Quantum's Commitment to Deliver Outstanding Customer Satisfaction With Its Backup, Recovery and Archive Solutions

- **Elekta: <u>IntelliMax</u>**
  - Leading provider of oncology and non-invasive neurosurgery treatment systems
  - "A Dynamic Suite of Lifecycle Services"

- **Agilent Technologies: <u>Agilent Remote Advisor</u>**
  - $5B provider of core electronic and bio-analytical measurement tools
  - Services Portfolio: Intelligent Repair, Intelligent Connections, Intelligent Connections Plus

- **Cardinal Health: <u>VCare Connect</u>**
  - Leading provider of high-technology medical diagnostic devices
  - "OnStar" for immediate access to customer support without a telephone

- **Respironics: <u>Respi-Link</u>**
  - $1.2M provider of critical care, respiratory care, and sleep diagnostic instruments
  - "First Responder" service agreement program

- **NetApp: <u>eSupport</u>**
  - $2.8B provider of enterprise network storage and data management solutions
  - Tiered support program: reactive, predictive, transparent

- **Abbott Laboratories: <u>AbbottLink</u>**
  - $4B provider of blood diagnostic and analysis instruments
  - Just-in-time replenishment of consumables (chemical reagents)