

## **Application Support**

Turning advanced technology into exceptional outcomes

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# Why applications expertise matters

In today's rapidly evolving scientific landscape, simply having advanced instrumentation isn't enough. To fully leverage your tools and ensure your system consistently delivers exceptional results no matter the application, you need access to an integrated network of experts who empower you to generate meaningful scientific data through reliable workflows. Utilizing the expertise of our Thermo Fisher Scientific Application Support team, you get strategic, high-impact guidance for not only well behaved, validated materials, but also your real, unpredictable samples you need to analyze. This support enables your team to extract maximum value from your Thermo Scientific systems, reduce time to structure, and accelerate time to results.

#### Key benefits



### Empower user efficiency

Bring expert guidance directly to your lab for a well-equipped, supported staff capable of analyzing, optimizing, and independently managing advanced systems.



## Unlock peak performance

We combine deep technical knowledge with a consultative approach to deliver customized solutions that align with your team's specific workflows and goals.



## Drive competitive advantage

Ensure your systems remain both current and future-ready, fueling differentiation in a rapidly advancing landscape.

## Complete support ecosystem designed for results

#### Tailored solutions for real-world challenges

Our Application Support team doesn't offer one-size-fits-all answers—they deliver purpose-built solutions grounded in deep, application-specific knowledge. Whether you're optimizing complex workflows, interpreting data, or developing a new method, we bring clarity, confidence, and measurable improvement to your lab or facility. Also, by providing both on-site trainings and remote support, we ensure you have the flexibility to get the support you need when and how you need it.

## Remote application support



Get access to expert assistance when application-related challenges arise without the need to wait for an on-site visit. Our specialists diagnose and resolve issues through expedited service, helping you maintain productivity and meet critical deadlines. So you can focus on discovery while we keep your systems performing at their best.

## On-site application support and training



Elevate your team with hands-on custom training tailored to your workflow. Bring expert guidance directly to your facility with personalized, engaged training designed to build user confidence and maximize operational efficiency. Our specialists work side by side with your team, aligning instruction with your specific applications, workflows, and goals.

## Applications specialists for tailored solutions



Unlock peak performance with expert-driven, tailored application support. From troubleshooting complex challenges to fine-tuning details, we make sure your systems run efficiently and your applications deliver consistently high-quality results. Maximize the value of your instrument, enhance data throughput, and streamline daily operations with confidence.

## Applications experts for strategic guidance



Transform your daily experiments into a competitive advantage. Our Applications Experts act as trusted advisors, delivering strategic insights that align advanced application capabilities with your evolving goals. By staying ahead of industry trends, you can optimize performance, adopt best practices, and innovate with assurance.

#### Every lab is different.



That's why our Application Support offers multiple layers of service, matched to your needs. Whether you're in discovery, development, or production, you can rely on Thermo Fisher Scientific for fast answers, smarter workflows, and strategic guidance that drives better outcomes.



## **Exceleration Services Supporting your microscopy success**

When using advanced scientific instruments, there will always be a time when you need support. Partner with Thermo Fisher for service and focus on what really matters to you. With Exceleration Services, you have a reliable way to keep your Thermo Scientific instruments operating at peak performance levels.



Customer Success Manager



Workflow Validation



Remote System Monitoring



Site Services



**Connected Care Portal** 



**RAPID** 



Remote Support



Scientist on Site



Field Service



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