

Excelleration
Services

Remote Technical Support

Expert help no matter where you are

Remote Technical Support

Real-time support when you need it most

At Thermo Fisher Scientific, service is more than a single interaction—it's a seamless ecosystem built to keep your instruments performing at their best. Together with our Field Service Engineers, Application Support, and other teams, we form a dynamic service partnership to ensure consistent, reliable performance that supports your success across every application. As part of our global support network, Remote Technical Support services combine advanced diagnostics, secure connectivity, and expert engineering to provide fast, effective resolution of technical issues without the need for on-site intervention.

Key benefits



Real-time expertise and remote resolution on demand

Get fast, expert guidance and issue resolution from our highly skilled remote technical support engineers without the delay of an on-site visit.



Direct, secure control and faster fixes

Our RAPID program enables safe, remote system control, empowering engineers to perform precise diagnostics and on-the-spot adjustments to streamline service.



Immediate intervention for maximum uptime

Restore systems to operational status faster to reduce the impact of downtime on productivity and timelines.

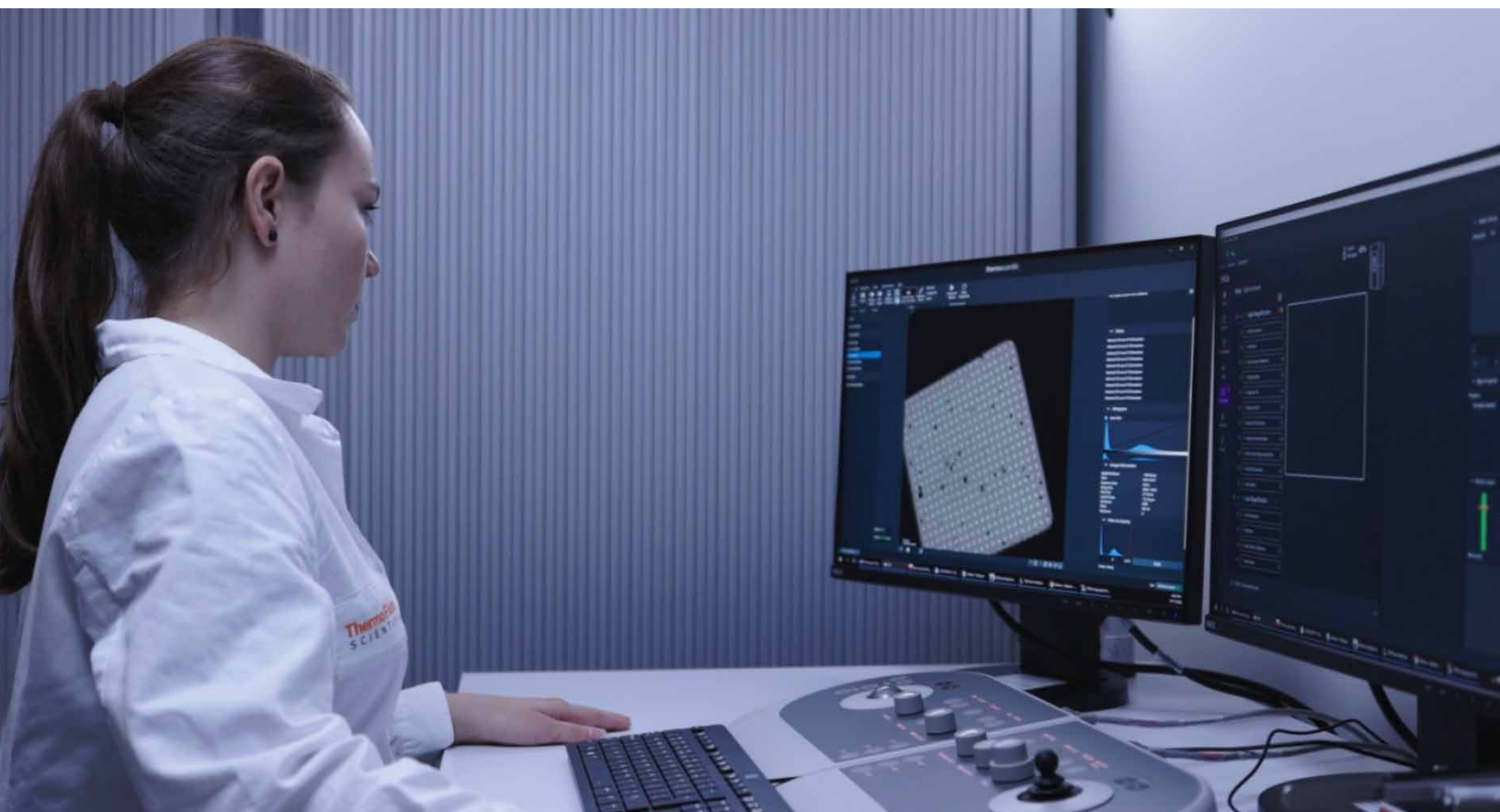
Remote tools that power fast interventions

Secure, interactive troubleshooting for every situation with our digital toolbox

When downtime isn't an option, immediate access to technical expertise is critical. Fully integrated into your processes and backed by an advanced suite of digital tools, our Remote Technical Support is an essential part of a modern service ecosystem—accelerating fixes, reducing operational risk, and enhancing the reliability of your Thermo Scientific instrumentation across complex workflows.

No matter what you need, our Remote Technical Support delivers speed, precision, and peace of mind.

Backed by Thermo Fisher Scientific's global network of experts, we help you reduce downtime, maximize performance, and stay focused on what matters most—**your research.**



Our Digital Toolbox



RAPID **(Remote Access Program for** **Interactive Diagnostics)**

Secure screen-sharing enables our engineers to see exactly what you see, just as if they were right there beside you. RAPID allows for remote diagnostics, issue resolution, and collaboration in real time. With the addition of Hand Panels*, our experts can perform alignments and calibrations directly, reducing reliance on in-person intervention.



Diagnostic **Tools**

Our remote technical support engineers use advanced diagnostic software to rapidly identify technical issues, perform in-depth analyses, and apply effective solutions—often before you experience system disruption.



Communication **platforms**

Integrated real-time chat and video conferencing tools, enhanced with augmented reality (AR), allow for rapid problem identification and on-screen guided support, improving clarity and speed of resolution.



AI-enhanced **knowledge base**

A robust, searchable library of technical documentation empowers our teams with immediate access to troubleshooting guides, procedural references, and recovery plans. This accelerates response times and enhances consistency across service interactions.



Remote system **monitoring**

Continuously monitoring system performance and health metrics enables quick and accurate detection of faults, malfunctions, or performance degradation when a Pro-Active Maintenance alert comes through.



Ticketing **system**

An intuitive online portal makes it easy to submit, track, and manage support requests, keeping you informed and in control every step of the way.

**Not available on all systems. Please speak with your Thermo Fisher Representative to confirm eligibility and alternative solutions.*

Excelleration Services

Powering uptime through remote precision

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 Excelleration Services, you have a reliable way to keep your Thermo Scientific instruments operating at peak performance levels.



**Customer
Success
Manager**



**Remote
System
Monitoring**



**Connected
Care Portal**



**Application
Support**



**Field
Service**



**Workflow
Validation**



**Site
Services**



RAPID



**Scientist
on Site**

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