

Efficiency Services for Core Imaging Facilities

Availability - Performance - Quality





You work hard to provide an optimum environment to talented researchers while managing your resources most efficiently.

Discover how ZEISS supports core imaging facilities.

Uptime Package

Maximizing system availability

A high degree of instrument uptime is essential for your core imaging facility.

It ensures that a maximum number of users can image their time and resource-consumingly prepared samples, using top-performing equipment. For them, this gives security for meeting their tight submission dates for their theses and papers.

For you as the core imaging facility manager, it supports reaching the desired high equipment utilization, while also securing the cash-flow that your financial plan is based on.



With a ZEISS Protect premium service agreement, you have already laid the foundations for optimized availability and top performance. Scheduled preventive maintenance makes sure your system is well taken care of and wear and tear does not become an issue. With full coverage of time and material for repairs, service jobs can be executed right away, without the need for you to get your administration's prior clearance for a purchase order.

On top of such a service agreement, you can now add the Uptime Package option.

With this, ZEISS commits to the target of a 95% or better availability of your microscope. All calculations of up- and downtime are kept simple and straightforward. And should we fail to meet the 95% target, there will be a fair and transparent compensation all the way to a full refund of the premium of the Uptime Package option!

The package already includes the connection to ZEISS' Predictive Service remote monitoring and service program.

And, when you sign up for the package, there will be a detailed technical maintenance training for two members of your staff at the ZEISS headquarters' facilities in Germany. This will give insights into our systems' architecture, routine maintenance tasks and performance checks as well as troubleshooting and diagnosis routines.

Try the Uptime Package option and benefit from improved availability at no risk!

Currently available for the LSM 9xx family. Extension to further systems planned.

Special "Uptime Package" terms and conditions apply.

Up-to-date Package

Keeping pace with the challenges

The fast pace at which computer and software technology is evolving has been an important accelerator of scientific progress. At the same time, this speed of evolution also means, that what has been state-of-art today, is quickly becoming antiquated. Financing workstation replacements and software upgrades from running lab budgets is often not foreseen and grants typically only focus on capital equipment.

Give your core imaging facility users access to the processing power of current high-end computer workstations, fully supported operating systems and the latest ZEN software release with the Up-to-Date Package option.

As an add-on to our Protect service agreements, it includes the replacement of the workstation with the current high-end model every three years, operating system upgrades, in case your current OS nears end of support, as well as the entitlement to every new ZEN version released during the agreement period. All of this at an attractive package price, with low rates conveniently spread over a three year period.

And, as also knowledge can do with a refresher every once in a while, there is the **Up-to-Date Plus Package**. Including a voucher for a day of classroom application training at the ZEISS headquarters' facilities for each year of the agreement in addition to all of the above, you can not only have your computer hard- and software up-to-date, but your application expertise, too. Select from our training catalog covering a wide range of relevant courses.

Both Up-to-Date Packages also include a free equipment audit. Technical and application specialists inspect your equipment and discuss your current and planned applications in order to give recommendations on attractively priced modernizations and upgrades to keep you at the frontiers of science.



Try our Up-to-Date Packages. Keeping pace has never been easier.

Core imaging facility Management Package

Simplifying daily management routine

Managing a core imaging facility or lab is a demanding job with many facets and challenges. With your expertise, you advise users on the optimum instrumentation to make their research a success. But you also need to manage your resources efficiently. Scheduling users and equipment with pen and paper or spreadsheets is time-consuming and limited.

ZEISS is now offering Idea Elan's Infinity core imaging facility management solution.

Powerful, yet easy and intuitive to use.

Making your administrative tasks more efficient.

Delivering new insights and giving more control.



Infinity comes with a wealth of standard features and modules to ease the daily routine, but also provides some more specialized optional features:

Standard Features

- Instrument Scheduler
- Actual Usage Tracker
- Business Intelligence / Reporting Module
- Service and Support Request Module
- Supplies & Inventory Tracking Module
- Technical Issue Tracking Module
- Publication Module
- Web Wizard Module
- Instrument Scheduler
- Actual Usage Tracker
- Business Intelligence / Reporting Module
- Service and Support Request Module
- Supplies & Inventory Tracking Module
- Technical Issue Tracking Module
- Publication Module
- Web Wizard Module

Optional Features

- Super Admin Module
- Single Sign-On Integration
- Barcode Integration
- Financial Admin Module
- Financial Integration with ERP Systems, such as SAP, Oracle, PeopleSoft, Banner, Kuali and others

Book a personalized demo of Infinity to see how you can gain back control and time.

Increase your lab's efficiency

Have more time for your research and your users



Core imaging facility should be all about science.

Discover how ZEISS can support you to get this done most efficiently with a range of new services.

- Uptime Package, providing improved availability
- Up-to-Date Package, keeping hard- and software as well as knowledge at the frontier
- Core Imaging Facility Management Package, reducing admin work and delivering insights

Contact us today to learn how these services can help you to improve the efficiency of your lab.



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