MAESTRIA™ SERVICE AGREEMENTS
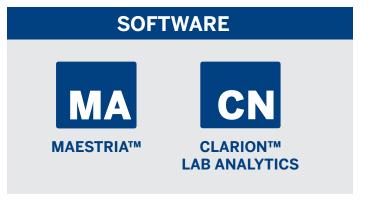## OPTIMIZE PERFORMANCE. MINIMIZE DOWNTIME.

AROUND-THE-CLOCK
TECHNICAL SUPPORT

MULTI-YEAR SERVICE
AGREEMENTS ENSURE
CONTINUOUS COVERAGE

MA
MAESTRIA™

UNMATCHED SUITE
OF SERVICES

MAESTRIA™ is the data management platform that allows users to experience improvements in equipment connectivity, lab workflow, and information management. Such important technology requires service and dedication from your bioMérieux team, which is supported through our comprehensive Service Agreements.

INFRASTRUCTURE **+** SOFTWARE **+** SERVICES **=** **FULL MAESTRIA™ SOLUTION**

INFRASTRUCTURE

PC

VIRTUAL MACHINE

SOFTWARE

MA
MAESTRIA™

CN
CLARION™ LAB ANALYTICS

SERVICES

TECHNICAL
- LIS Communication Resolution
- Network Troubleshooting
- Instrument Interface Support
- Report Customization Guidance
- Server Database Optimization

SOFTWARE
- Software Update Prioritization
- Strategic Software Update Planning Assistance
- On-site Software Update Support *(if necessary)*

HARDWARE SUPPORT
- Hardware Repair or Replacement*
- Hardware Obsolescence Protection†

CYBER SECURITY
- Security Patch Management Recommendations
- Reactive Security Breach Recovery Planning

*Per the standard Service Terms & Conditions
†Optional

Interested in learning more about MAESTRIA™ Service Offerings?
Please contact your local bioMérieux representative for more information.

bioMérieux S.A. • 69280 Marcy l'Étoile • France • Tel.: + 33 (0)4 78 87 20 00 • Fax: +33 (0)4 78 87 20 90
www.biomerieux.com • **www.biomerieux-diagnostics.com**