



Moving beyond break-fix

From reactive cost to proactive control



As LC-MS systems are central to lab operations, service strategy is no longer transactional – it drives performance, stability, and compliance readiness.



73%

of laboratorians identify unplanned downtime as a key productivity challenge



Up to 2x

less downtime
compared to reactive service models



30%

fewer unplanned interventions



lower

lifecycle cost exposure

From cost control to compliance readiness, the advantages add up quickly.

See a side-by-side comparison of reactive versus proactive service strategies.



Category	T&M [Time and Material]	SCIEX service contracts
 1. Financial predictability and risk	⊗ Variable, unpredictable spend ⊗ Higher long-term cost ⊗ Full risk on lab [cost spikes]	✓ Fixed annual cost ✓ Predictable budgets ✓ Lower long-term TCO [Total cost of ownership] ✓ Financial risk transferred to provider
 2. Operational stability and uptime	⊗ Reactive repairs after failure ⊗ More downtime and workflow disruption ⊗ Unplanned outages impact productivity	✓ Priority response and faster resolution ✓ Proactive maintenance reduces downtime ✓ Stable workflows and throughput
 3. Maintenance and performance	⊗ Maintenance often delayed ⊗ Higher failure risk ⊗ Shortened equipment lifecycle	✓ Scheduled preventive maintenance ✓ Consistent performance and reliability ✓ Extended instrument lifespan
 4. Cost Control and coverage	⊗ Pay-per-incident [parts + labor] ⊗ No SLA guarantees ⊗ High cost variability	✓ Parts, labor, travel often included ✓ Clear SLAs and entitlements ✓ Reduced cost variability
 5. Efficiency and administration	⊗ Multiple POs and approvals ⊗ High admin workload ⊗ No scale efficiencies	✓ One contract ✓ Fewer POs and invoices ✓ Lower admin burden ✓ Standardized multi-site support
 6. Compliance, data and strategic fit	⊗ Inconsistent documentation ⊗ Fragmented data tracking ⊗ Only suited for low-use, non-critical systems	✓ Audit-ready documentation [IQ/OQ] ✓ Centralized reporting and insights ✓ Best for critical, high-throughput labs



Confidence in every run with
SCIEX service and support.

Explore what a proactive service
strategy could mean for your lab: