



Change Control support plan



Streamlining your system's software upgrades while navigating regulatory demands, including data integrity, security and privacy, can be a daunting and costly task. The Change Control support plan helps customers who require revalidation of their software systems to mitigate risk for software and hardware system assessments. Collaborate with SCIEX to integrate new software features seamlessly, bolster system security, enhance performance, and ensure compatibility. Our cost-effective solution caters to your change control needs, providing you with a comprehensive and efficient approach.

What's included in Change Control:

- A strategy to mitigate risk, including both system software and instrument assessments
- A risk assessment that documents potential business and compliance risks associated with SCIEX OS software updates
- Documentation of mitigated risks outlined through the risk assessment, such as: Security, roles, audit trails and file permissions
- Change Control activities after computer system hardware failures
- Change Control activities after software updates*
- Change Control activities after software re-install* services

Benefits for your lab



Worry free

Upgrade to the latest software to ensure your system has the latest features, security and system performance without business and compliance risk.



Trusted partner

We are here for you every step of the way, sharing our knowledge and expertise on our hardware and software, while always ensuring compliance with industry regulations.



Better budget control

Annual support plans eliminate unexpected expenses associated with software upgrades and hardware/software failures.

Learn more at [sciex.com/services](https://www.sciex.com/services) or contact your local service representative.

*Any restoration activities (re-installations, data recovery, etc) are NOT included in the Change Control plan coverage, and are outside the scope of this contract plan. The SCIEX clinical diagnostic portfolio is For In Vitro Diagnostic Use. Rx Only. Product(s) not available in all countries. For information on availability, please contact your local sales representative or refer to www.sciex.com/diagnostics. All other products are For Research Use Only. Not for use in Diagnostic Procedures. Trademarks and/or registered trademarks mentioned herein, including associated logos, are the property of AB Sciex Pte. Ltd. or their respective owners in the United States and/or certain other countries [see www.sciex.com/trademarks]. © 2024 DH Tech. Dev. Pte. Ltd. MKT-30443-A