

Remote support from our online service center

Fast, flexible and future-proof issue diagnosis and resolution for maximized equipment uptime

Our remote support services provided by certified, qualified engineers in the Online Center (OLC) is customized to your internal resource capacity, capability and risk levels. Advanced tools are leveraged to resolve most issues without needing an onsite engineer visit. If a visit is needed, onsite time is reduced and first-time fix rate increases following OLC pre-diagnosis. This reduces equipment downtime and helps maintain production schedules and research deadlines.

Why should you consider remote support services?

✓ Fast

- Average response time of 2 hours*
- Over 40% remote fix rate*
- More than 5400 cases yearly fixed remotely*

*ServiceMax data 2025

✓ Flexible

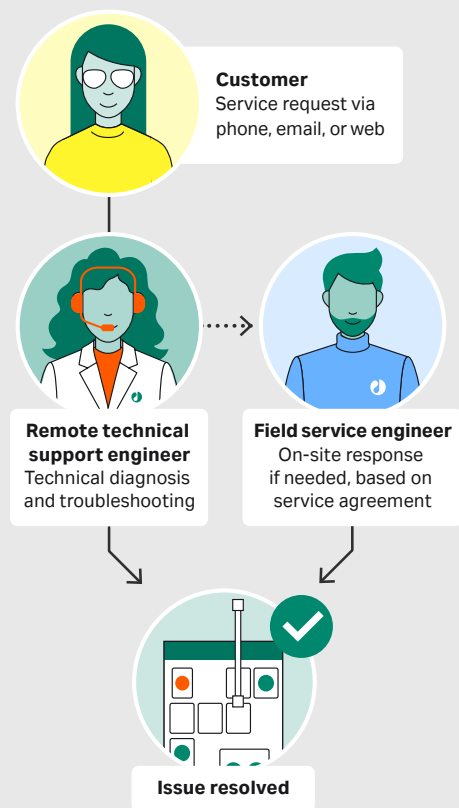
- 34 Cytiva certified online engineers drawing on an average of 12 years of experience across the portfolio
- Multi-language support
- Provide support with issues relating to: hardware, IT networking, automation
- 24/5 extended hours support (for those with service contract)

✓ Future-proof

- Advanced technologies including artificial intelligence, augmented reality, and digital connectivity are used to diagnose and resolve issues
- Proactive monitoring is also provided on OptiRun™ Connect enabled equipment

For contract customers, this service is provided as a standard part of their contract fee. For non-contract customers, a flat fee will be payable for remote troubleshooting and fix after initial investigations have taken place.

Service request workflow



Frequently asked questions

Can I still receive remote support if I do not have a Cytiva service contract?

For contract customers, this service is provided as standard as part of their contract fee. Contracts are the most cost-effective method of receiving service support and eliminates the administrative burden of raising POs for each repair. For non-contract customers, a flat-free charge is payable after initial troubleshooting has taken place and you can continue to pay on an ad-hoc basis if preferred.

Will I need to provide a purchase order for the fixed fee?

For non-contract customers, a flat fee will be payable for remote troubleshooting and fix after initial investigations have taken place. A purchase order is needed prior to commencing the next-stage of the process. This remote support can be provided much faster than waiting for an engineer to attend site.

If remote fix is not possible and an engineer has to come onsite, do I still pay the remote support fee?

If onsite service is needed, remote assistance is not charged and an estimation is provided for parts, labor, and travel costs.

Can I request a field engineer (FE) to come to site rather than use the remote support?

With remote support it may not be necessary to wait for an engineer to attend site or for an engineer to attend site at all which means the diagnosis and resolution can happen much faster, which minimizes equipment downtime. If the FE is required on site, a cost estimate will be provided for on site diagnostic (if a service contract is not in place).

What is the response time for remote support?

Average response time is less than 2 hours and there is over 40% remote fix rate. We achieve a customer satisfaction score of 4.8 out of 5 (Medallia 2025, n=459).

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CY59187-16Apr26-FL

