Metrohm Enterprise Services

Unleash the power
of OMNIS Client/Server
and OMNIS applications!
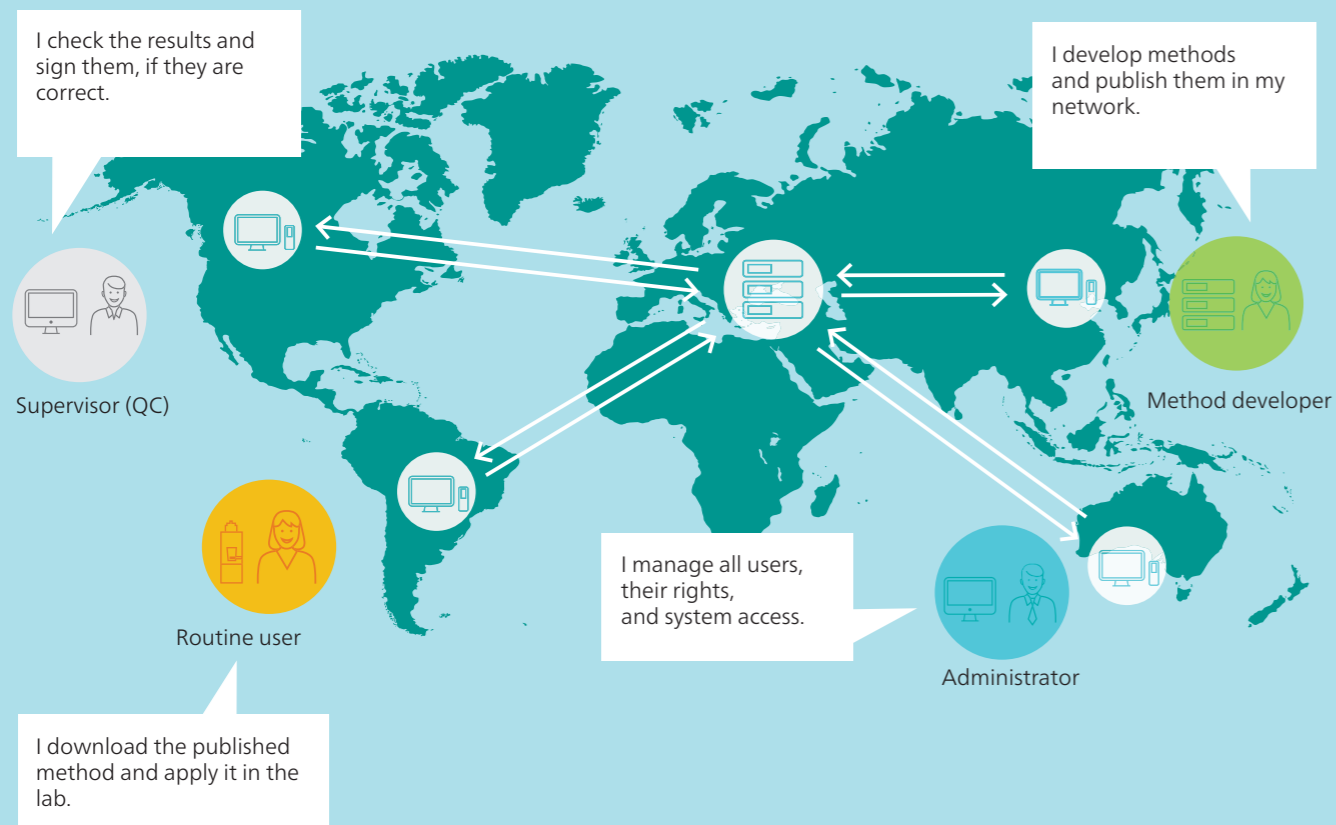
PEOPLE
YOU
CAN
TRUST

Ω **Metrohm**

Why OMNIS Client/Server?

OMNIS Client/Server is the scalable network version of the universal OMNIS platform for chemical analysis. OMNIS Client/Server helps you increase the efficiency of your laboratory analytics enabling straightforward collaboration as well as the central management of data, standard operating procedures (SOPs), application settings, and user management.

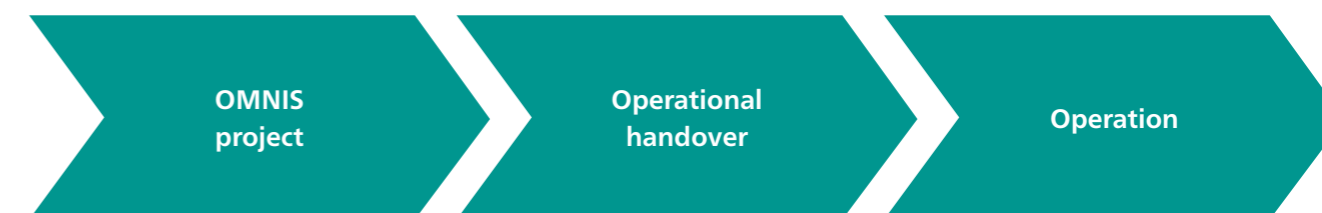**YOUR BENEFITS WITH AN OMNIS/CLIENT SERVER NETWORK**

- Save costs by reducing the number of servers in your organization.
- Save costs by using centralized services for application operation and method development.
- Save development costs as methods and operation procedures can be shared between different locations.
- Save qualification costs because methods and operating procedures can be published and reused in different locations.

Implementing a client/server system – we make it easy for you!

Let's be honest: Planning, implementing, and supporting a client/server network is a complex task and can be a challenge, especially when we are talking large, global organizations. With our OMNIS Enterprise Services, we make this challenge manageable because we take care of every aspect and support you over the whole life cycle of your project.

OMNIS project → Operational handover → Operation

I check the results and sign them, if they are correct.

I develop methods and publish them in my network.

Supervisor (QC)

Method developer

Routine user

I manage all users, their rights, and system access.

Administrator

I download the published method and apply it in the lab.

An OMNIS Client/Server system can be expanded step by step and ultimately connect up to 500 clients in a network.

Professional IT project services – wherever you need us

The Metrohm Enterprise Services team of IT experts supports you setting up the OMNIS Server Systems. When it comes to the regional rollouts in your labs around the world, we support you through the specialists of our global network of subsidiaries and partners in more than 90 countries around the world.

Implementation of OMNIS Client/Server network installations from small to large:
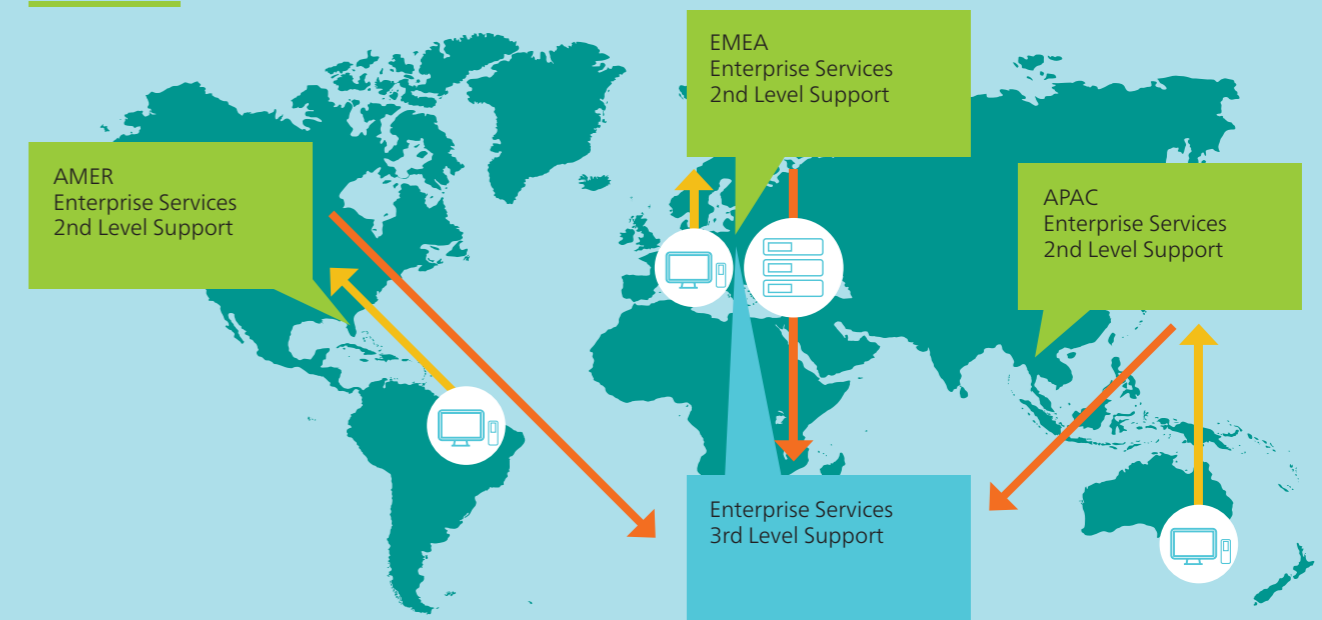
- Global project management
- Architecture & operational concepts
- OMNIS Server infrastructure installation
- Global admin training
- Power user training (train the trainer)
- 3rd party provider training
- Set up global support structures
- Operational handover
- Go Live support

Operation services – we keep you going

High availability of your client/server system is critical, especially if you are running large-scale client/server environments. Metrohm is the right partner and OMNIS the right product to meet this requirement for ultimate stability of your client/server network. We offer the following operational services to support you with your system operations.

OMNIS Client/Server – operational support process

EMEA
Enterprise Services
2nd Level Support

AMER
Enterprise Services
2nd Level Support

APAC
Enterprise Services
2nd Level Support

Enterprise Services
3rd Level Support

The Enterprise Services global support process. This process gives you peace of mind that any issue is addressed as fast as possible by the experts from our Enterprise Services teams.

Incident management – fast!

As a customer of Metrohm Enterprise Services you have access to a ticket system to open an incident when you are facing a challenge operating your OMNIS Client/Server System.

We aim to restore your OMNIS application as quickly as possible to minimize the impact of this incidence on your operations. When a Support Request has been classified as an incident, our experts do the following:

- Categorize and prioritize the incident
- Investigate and diagnose the incident
- Provide you with periodic progress updates
- Resolve the problem
- Close the incident

Cyber Security – more important than ever!

Access to new OMNIS versions

We give you access to OMNIS Client/Server updates providing new features during the contract period.

A Metrohm Application Manager can be involved over changes in planning and implementing OMNIS Software updates on your OMNIS Client/Server system. Your dedicated contact will provide estimations for the requested system updates, so that you can decide, if and when a Metrohm Software Update should be implemented.

Access to OMNIS security fixes

Due to AI and innovative technologies, cybercrime continues to reach new levels. As cybercriminals will continue to perfect their methods in the future, it is essential for companies to keep pace and invest in their security.

Your Metrohm Cyber Security team will constantly monitor any actual security issues, analyze the potential impact on your Metrohm systems, and will implement all required software updates to keep your OMNIS platform secure. You can protect your OMNIS system from most security events by always updating your software with the latest security

patches. As our customer, you have access to any security updates for OMNIS Client/Server during the entire period of your contract.

In order to address the challenge of cyber security, the EU has implemented the Cyber Resiliance Act (CRA). These regulations are likely to impact the operational processes of customers in the regulated environment. We give you confidence that with our security updates your validated systems will stay GMP/GxP-compliant at any time.

GxP/GMP compliant service operations

We will ensure GxP/GMP compliant operation processes for the whole period of your contract. This GMP compliant operations covers the following topic areas:

- Quality management system and compliance
- Personnel management
- Right to audit
- Documentation and records managemnet
- Change Control management
- Non-Conformities and Complaints management
- Infrastructure, housekeeping and maintenance procedures
- Qualification / validation programs
- Data integrity
- Computerized systems services
- Information Security Management Systems (ISMS)

Metrohm
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