Educational Services

Accelerate system deployment and return on investment

**IMPROVE YOUR WORKFORCE SKILLS SO THAT YOUR LAB CAN PERFORM AT ITS BEST**

Waters systems have been carefully integrated to ensure that instruments, chemistry, and informatics components perform optimally. Once you have acquired our cutting-edge technologies, give your workforce the knowledge and skills they need to meet your laboratory goals.

The sooner your staff can begin using Waters technology with confidence, the sooner these systems can deliver the desired results and significant return on investment that your organization expects.

Waters Educational Services offers a full suite of training courses designed to help you leverage the power of Waters systems and drive greater proficiency within your laboratories. Our educational specialists can help you create a comprehensive training plan, manage your talent, and implement learning strategies to improve your productivity and efficiency.

With comprehensive offerings from Waters Educational Services, you can:

- Optimize the value of your Waters investment
- Reduce total cost of ownership
- Facilitate adoption and system use among your critical end users

No other company has the resources, know-how, and commitment to make your laboratory successful with Waters technology. We strive to be an educational resource from the time you purchase an instrument throughout its entire life cycle by offering a variety of courses covering foundational, advanced, and expert topics.

**Training challenges**

- Is your lab tasked with increasing levels of throughput?
- Is your staff knowledgeable in the latest analytical software for successful data interpretation and method development?
- Is your new system being used as efficiently as possible?
- Do you have a continuing education program to allow your staff to stay up to date on the concepts, theories, and principles of UPLC, HPLC, and MS?
Recommended training roadmap for a successful deployment

Familiarization at Installation
- System Overview
- Instrument Turn On/Off
- Basic Data Acquisition
- Self-paced eLearning

(Conducted by Field Service Engineer)

On-Site Field Application*
- 1 to 5 Days Extensive End User Training
- Up to 6 End Users Per Session
- Custom Training Tailored to your Application and Needs
- Self-paced eLearning

Recommended Topics:
- System Overview (HW and SW)
- Software Architecture
- System Setup and Tuning for Appropriate Application
- Data Acquisition and Processing
- Data Review and Report Generation
- Method Development
- Maintenance Procedures, as Required

(Conducted by Highly Qualified Field Application Specialist (PhDs))

Standard Courses at Waters Facility*
- 2 to 4 Days System Based Training
- System Schematics (HW and SW)
- System Setup and Tuning
- Basic to Advance
- Data Acquisition, Interpretation, Review, and Reporting
- Self-paced eLearning

(Conducted by Educational Specialists)

3 to 12 months

*On-site application and subsequent specialized courses are not included in the instrument price. Purchasing these at point of sale is highly recommended to secure trainer’s time, leverage system sale discount, and ensure quick and successful deployment of Waters technology.

Waters Educational Services empowers scientists around the world to maximize their skills in Waters technology along with General Chromatography, UPLC®, HPLC, LC-MS, and Data Management applications.
Expert instructors

Waters courses are led by professional, full-time instructors who must meet stringent requirements before they can teach a class. They have direct access to our latest version of software and instrumentation allowing them to continually update their product knowledge. These expert instructors are the individuals who have created the eLearning courses which are available to our customers.

Most of our highly skilled Field Application Specialists hold PhDs, provide a strong support to end users and become an innovation integrator, enabler, and partner for several years after the first installation. On average, our instructors have more than ten years of teaching experience.

Waters Application Training Differentiators

- Breath of training solutions to help you better integrate our technology for optimal user adoption
- Waters expertise in delivering best practices using standardized methodology, process, tools, and resources
- Cost effective and comprehensive training for a successful deployment
- Sound infrastructure to support training needs in BioPharmaceutical, Clinical, Pharmaceutical, Food and Environmental applications

CONTACT WATERS EDUCATION SERVICES

Please visit waters.com/training for the latest course schedule or request onsite training at waters.com/irequest
[SERVICE SOLUTION]

THE WATERS DIFFERENCE

In this ever-changing laboratory environment and rising global competition, Waters is uniquely positioned to offer advanced technologies and capabilities that can help drive innovation and provide training options which increase the customer’s success. That is truly ‘the Waters Difference’.

“The assistance you provided for our application development towards unknown pesticide screen in formulated products was extremely useful, and saved me hundreds of hours compared to setting up the application from scratch by myself. I was very impressed with Waters’ knowledge and professionalism.”

– GLOBAL PHARMACEUTICAL COMPANY

“The application specialist came to our lab to help us with method development and training. He was a great teacher and without his help, we would not have been able to start routine operation as fast and as efficiently as we did.”

– UNIVERSITY RESEARCH LABORATORY

WATERS GLOBAL SERVICES

Delivering world renowned services and support

Waters Service and Support offerings are tailored to optimize your laboratory productivity while addressing your budget realities. Our offerings help maintain system peak performance, minimize down time, address scientific application challenges and support stringent compliance requirements. As your services and support provider, we are committed to the success of your laboratory and business.

Waters quality support and consultative services ensure your success wherever your laboratory is located in the world.

Waters has consecutively earned the ACE Award since 2001 for providing best-in-class technical knowledge, issue resolution, and process support.

Waters
THE SCIENCE OF WHAT’S POSSIBLE.

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