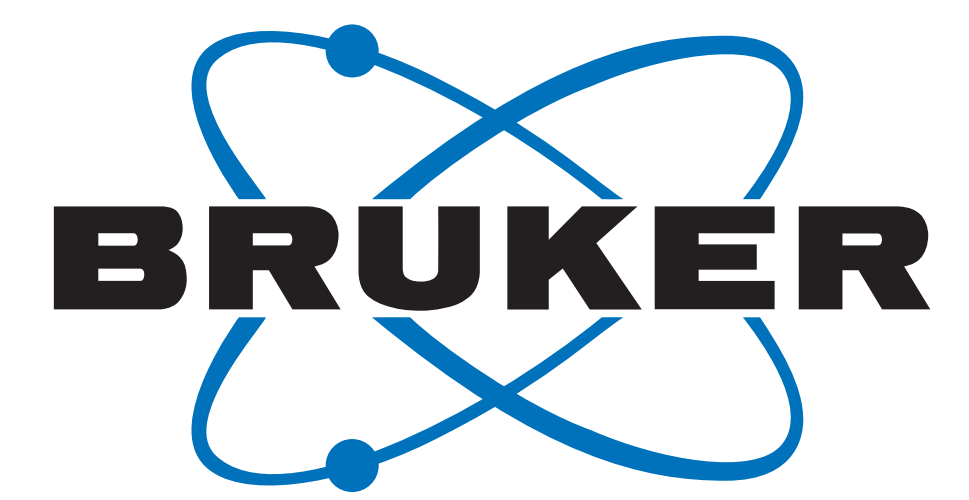


LabScape: We've Got You Covered



Connecting to Customers

Your success and satisfaction remains our priority. Bruker has always provided expert application and technical support upon request. And that support will not change. And now Bruker is developing tools and services that are not only proactive, but predictive, making Bruker a true partner and giving customers a competitive edge.

LabScape products have been designed to maximize uptime, optimize productivity and are tailored to customers' needs by combining corrective, preventative and predictive maintenance.

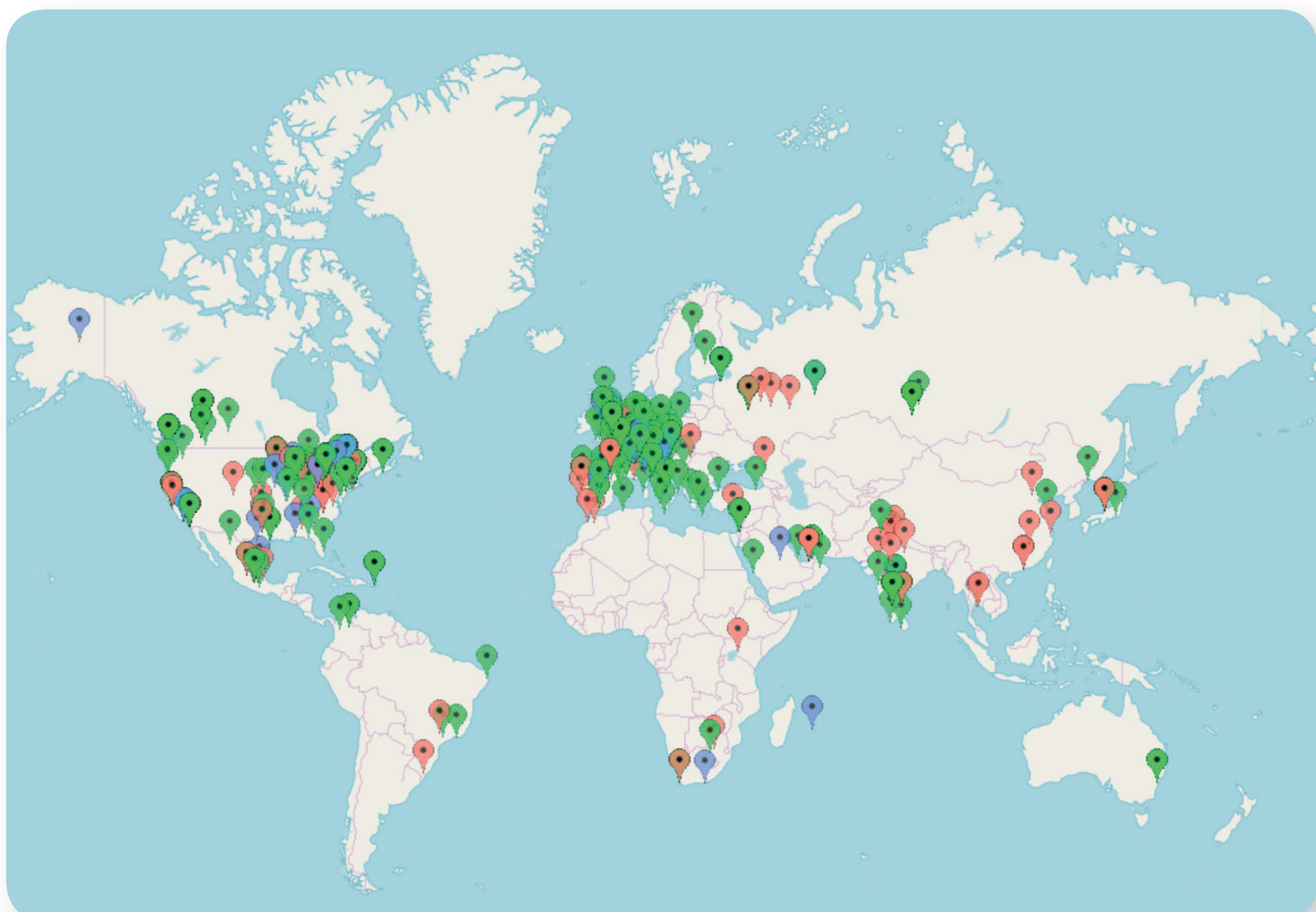


Remote Monitoring

Last year Bruker launched Remote Monitoring, the new service which remotely monitors the health status of your magnet.

Remote monitoring is fast, easy and free to install. An advanced, encrypted, secure one-way connection ensures the security of your system. Our entry level service agreement LabScape Connect monitors your cryogen levels and boil-off rate, so you are free to focus on what really matters. Local Bruker service departments are notified if a fill is due, or in the case of abnormal activity, initiating contact and service visits if necessary.

Since its inception, over 500 customers have connected.



Carefully Crafted, Expertly Developed

Bruker LabScape™ consumables are developed and tested with the instrument hardware project itself, ensuring compatibility. Careful consideration of the materials used, exacting specifications on the size and thorough testing of the product ensure our consumables work seamlessly with our instruments.

Every day Bruker application professionals use these consumables in our demo labs, supporting customers with state-of-the-art applications and expert knowledge. We offer three product lines, Essence, Stream and Horizon. These form the basis of our philosophy of matching your needs with the right products in the most easily accessible way.

- LabScape Essence
For day to day use, these products provide a balance between quality and price
- LabScape Stream
For high throughput use, designed to support the need for reliable, reproducible results
- LabScape Horizon
For the most challenging projects where every detail has to be evaluated and optimized



GxP Readiness Kit

Many companies and laboratories in regulated markets, such as chemical, pharmaceutical, biopharmaceutical, biotech, cosmetics, forensics and others must comply with regulatory requirements or are planning to organize their activities per international quality management standards and good practices guidelines.

Bruker now offers a GxP Readiness Kit for instrument qualification. Customers no longer need to create and install qualification protocols, IQ/OQ and CSV protocols are supplied by Bruker. Installation and training are done by a qualified service engineer with minimal disruption to the operation of existing systems.

Summary

- Bruker continually invests in improving the services we deliver as part of the LabScape Philosophy.
- With new predictive services, customers can avoid unexpected downtime and costly service interruptions.
- Bruker consumables are designed to work seamlessly with your instrument.
- For customers in regulated markets, Bruker's GxP Readiness Kit simplifies instrument qualification.

