



# BDB (BD Biosciences) Remote Support Service

Supporting our Lab Heroes in times  
of challenge

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Not all heroes wear capes. Some wear lab coats. Thank you to all the scientists out there who are still working in these challenging times. The **BDB Service Support Team (SST)** is committed to continually support you in your labs. Here's how we can do this remotely.

# BDB Remote Support Service Contract

Presenting you our latest service contract option.

## Benefits of BDB Remote Service Support



- Save Precious Samples that were already prepared
- Reduce Instrument Downtime
- Cost Saving
- Continuous Support even During Pandemic Situation
- Faster Response from our Dedicated BDB Service Support Team (SST)



## Require remote instrument help?

Using HelpLightning; a merged reality tool. With a mobile device (preferably tablet) and internet connection, you can share your reality with the BDB SST who can point out the issues and demonstrate a solution.



## Secure Remote Desktop and Application Support

With your permission, Bomgar\* allows the BDB SST to secure remote access of your computer so we can provide software and applications support. Workstations will require internet connection.

(\*A Data processing Agreement may be required for Bomgar support.)

Contact:  
**BDB.SEA.Marketing@bd.com**  
**bdbiosciences.com/en-sg**

For additional information

