

Service Made Simple

FOR **GREEN BUTTON GO** SOFTWARE



Protect your investment with top-tier support, maximum performance

You've conquered the automation challenge. You implemented the best robots, workstations, and automation software for your lab. Everything is going perfectly — until your process changes, and you need to replace one instrument with another. Or a manufacturer updates its firmware, and your software driver no longer works. Now what?

With **Green Button Go**® Service Made Simple, you won't have to worry when these inevitable situations arise. Our no-nonsense service program ensures that your automation is always running at peak performance with the latest version of software. Routine software updates are provided throughout the year to enhance functionality and provide regular access to new device drivers. Receive up to four complimentary driver exchanges per year, allowing you to easily swap out devices at no extra charge. Plus, you have unlimited access to our Green Button Go Success Team for responsive, expert-level support.

It's all part of the Biosero commitment to delivering and supporting flexible, adaptable, scalable solutions for our Green Button Go users.

Focus on your science Leave the automation to us



Routine access to new drivers with complimentary driver exchanges up to 4 times per year.



Semi-annual software releases including new features, updates, and enhancements.



Discounted training to help your team get the most out of Green Button Go software.



Unlimited technical and driver support with a prioritized response from the Green Button Go Success Team.



Remote and on-site investigative services with the most innovative tools.



Zero-hassle pricing — no tiers, no add-on services.



Your success is our success

At Biosero, we know that scientists who need automation don't need to be experts in automation. We develop software tools that make it easier to manage automated processes, workflows, or entire laboratories — without a background in automation engineering.

In addition to world-class technical support and access the newest version of Green Button Go software containing the latest and greatest features, the Green Button Go Service Made Simple program also provides peace of mind for your budget. Pricing is steady and predictable, letting you avoid the shock of an unplanned, unbudgeted service call.

Green Button Go Service Made Simple takes your automation a step further by pairing ease of use with peace of mind. We don't want you to spend time worrying about instrumentation breakdowns, new drivers, or software glitches. And we definitely don't want to see your research slow because an unexpected instrument firmware update suddenly brought your automated workflow to a halt. The Green Button Go Success Team is committed to your success, it's as simple as that.

**Concentrate on your science
and leave the rest to us**

We support hardware too

Interested in expanding Green Button Go Service Made Simple to cover hardware too? Our Green Button Go Success Team supports Biosero automated instrumentation and workstations, plus automation systems and robots from other vendors.

Contact info@biosero.com to learn more.

