

FOSS



MOSAIC

**Mosaic networking software:
Get the best from your FOSS instrument with
expert support and guidance via the Internet**

Dedicated Analytical Solutions



Mosaic provides assistance, monitoring and remote support for your FOSS solution

When you connect to Mosaic, your local FOSS specialist can configure, manage and monitor your FOSS instruments for you. The FOSS specialist will also be able to provide proactive troubleshooting and support from his desk.

Trouble Free operation

The concept of Mosaic is to allow trouble-free operation of analytical instruments by enabling a central specialist to do all updates and adjustments. Networking via Mosaic therefore offers 'peace of mind' and an expert eye on your instrument 24/7 ready to identify, report and solve problems. Having a FOSS specialist virtually by your side at all times also provides valuable guidance regarding your instrument, software and calibrations.

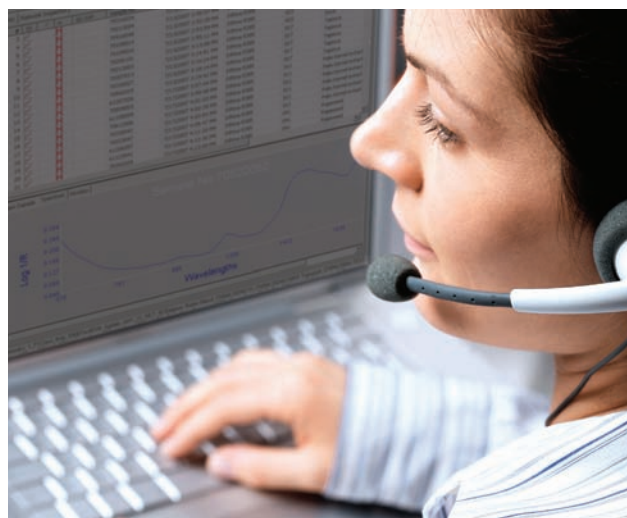
Reduced Cost

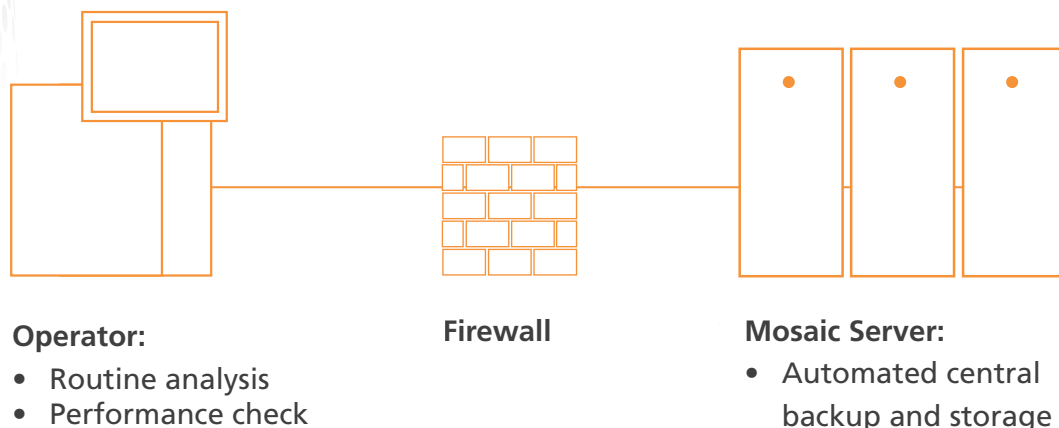
With a central specialist managing your network, significant cost savings are possible. Training, reference analysis and product reworks are reduced and more efficient general day-to-day operations can be achieved. Networking with Mosaic also makes it possible for the FOSS specialist to provide proactive support and guidance, thereby ensuring instrument uptime. Quite simply, Mosaic allows you to focus on your core business.

Improved Performance

Mosaic ensures that you get the best possible performance out of your instrument, software and calibra-

tions at all times. Downtime and mal-performance is eliminated as the instrument is continuously monitored and optimised. Data security is also improved as all data is stored and protected centrally.





The concept of Mosaic networking

Mosaic is the latest within intelligent remote support. It eliminates complexity at instrument level and allows a central specialist to monitor and manage remote instruments. Automated surveillance, alerts and new reporting options ensure that each part of the analysis process is monitored, managed and optimised at a level of detail and accuracy not previously possible. Mosaic also presents all collected data in a way that makes it possible to react instantly on current data.

The concept of Mosaic is fundamentally based on central configuration, support and surveillance. All you need to do is run your samples and leave the rest to FOSS or your own central team of specialists. Completely independent Mosaic networks can also be set up

and managed by customers wanting to take advantage of the Mosaic software without the added services from FOSS.

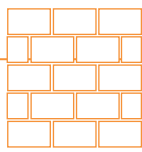
Creating a link between your instrument and your local FOSS specialist will however provide you with valuable guidance and support and most importantly, it will ensure that your instrument is always adjusted and updated. As these adjustments and updates are easily made and distributed, this also adds security and integrity of your complete analytical system.

Benefits:

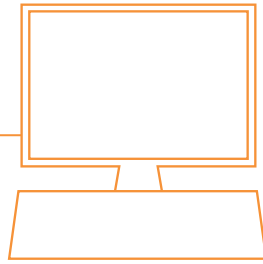
- Downtime and mal-performance of the instrument is minimised as it is continually being monitored and adjusted
- Access to remote support and guidance from FOSS specialists
- Operating the instrument is no longer dependent on a local on-site specialist
- Central management makes it possible to react instantly on current data
- No need for advanced operator training
- Reduced travel expenses due to remote support and reporting/data availability

Features:

- All instruments are calibrated, configured and adjusted as intended by the Network Manager
- Simple control of all product configuration settings and proactive monitoring of local instrument performance
- Remote troubleshooting and support
- Centralised data management and reporting options
- Improved security and traceability as vital instrument data is recorded centrally
- Semi-automated surveillance of instrument performance and evaluation of instrument diagnostic tests



Firewall



Network Manager:

- Online training of operator
- Set up and configure instruments
- Daily instrument surveillance
- Calibration monitoring
- Slope/Intercept adjustments
- Calibration updates
- Troubleshooting, support and guidance

Industry comments about networking with FOSS

“... Because the machine has the ability to link directly to the FOSS head office via the internet, and receive and transmit data, I have confidence of ongoing back-up support for the machine”

“... During the harvest it’s more important than ever to assure instrument uptime and utilise the remote support and guidance from FOSS.”

“... Networking with FOSS first of all provides us with “peace of mind” as we know there is a FOSS specialist managing and doing surveillance on our instrument. We have outsourced all complexity related to running our instrument, calibrations, diagnostics, etc. Networking makes sure that the performance of our entire setup is optimized at all time hereby allowing us to focus on our real business.”

“... Adjusting slope/intercept, etc. is surely not my expertise so it is valuable having FOSS do this.”

“... Having a large population of instruments the central security and management aspect of networking is extremely important. Operating our instruments is no longer dependent on having on-site specialists as all complexity is handled by our contact at FOSS.”

MOSAIC Support Packs: What is provided by FOSS

Mosaic Services:	Link	Assist	Complete
Routine Analysis Software upgrade (specified by FOSS)	FOSS	FOSS	FOSS
Mosaic Server hosting	FOSS	FOSS	FOSS
Access to Mosaic Network 24/7 *	FOSS	FOSS	FOSS
Automated central backup and storage	FOSS	FOSS	FOSS
Online training of operator and Network Manager	FOSS	FOSS	FOSS
Setup and configuration of customised Mosaic network	FOSS	FOSS	FOSS
Network, product, and client configuration assistance	★★	FOSS	FOSS
Periodical Status Reports	★★	FOSS	FOSS
Daily instrument surveillance: <ul style="list-style-type: none"> • Verify instrument diagnostics • Verify check sample statistics • Verify calibration statistics • Check instrument error or warning events • Check synchronisation issues 	★★	FOSS	FOSS
Calibration updates when released	★★	★★	FOSS
Customised network reports (2 per year)	★★	★★	FOSS
Priority troubleshooting, support and guidance from FOSS specialist	★★	★★	FOSS
Periodical calibration monitoring/management (as required): <ul style="list-style-type: none"> • Adjust Slope/Intercept for FOSS calibrations • Calibration development support for customer specific calibrations 	★★	★★	FOSS

* Subject to brief Server Maintenance and update periods

** These services are supported in Mosaic but will not be performed by FOSS

Mosaic Client requirements:

- Routine Analysis Software (version specified by FOSS)
- Windows XP SP3 or Windows Vista Ultimate SP 1
- .NET Framework 3.5 SP1
- Internet Explorer 7
- 2 GHz CPU speed (minimum)
- 1 GB RAM
- 4 GB free disk space
- SVGA at 1024*768, min. 16-bit colors. 1280x1024 recommended
- Internet connection

About FOSS

FOSS provides dedicated analytical solutions that ensure optimal production of food, agricultural, pharmaceutical and chemical products. FOSS solutions analyse and control your products during production – helping you to optimise both quality and profit.

FOSS is unique in offering a range of dedicated solutions based on both indirect and reference methods. FOSS solutions provide analysis and control throughout the production process, from raw material to finished product and from routine analysis to at-line and in-line process control.

FOSS is a privately-owned company employing over 1100 worldwide. FOSS has manufacturing and research and development facilities in Denmark, Sweden and the USA.

Solutions are sold and supported through FOSS sales and service companies in 25 countries and by more than 75 dedicated distributors.

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