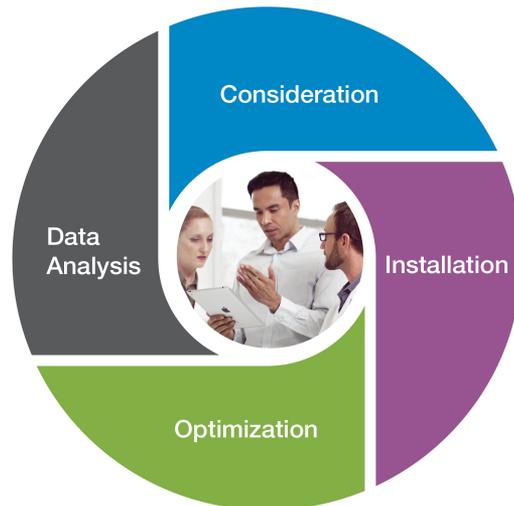illumına®

Illumina Professional Care Services

Custom-tailored consultation, hands-on training, and instrument qualification (IQ)/operational qualification (OQ) assistance from Illumina experts.

Highlights

- **Expert-Delivered Support**
  Implement or optimize next-generation sequencing (NGS) operations with hands-on training and personalized consulting
- **Extensive Menu of Service Options**
  Build a customized training and consulting plan to access needed services
- **Cost-Effective Access to Illumina Support**
  Invest in Illumina Professional Care Services with Point Packs and save money compared to a la carte services

Introduction

Whether a long-time user of Illumina NGS technology, or simply considering the move to NGS, researchers must navigate many decisions. In addition to choosing the right instrumentation, researchers must consider whether preconfigured NGS workflows are available for specific applications, how the data analysis is performed, and how NGS compares to current methods. Other concerns include whether training and support are available to gain competency in generating and analyzing sequencing data.

To address these questions, Illumina offers a range of Professional Care Services for researchers considering the move to NGS and to support experienced NGS users. These services include hands-on training and personalized consultation to help customers with library prep, or data analysis needs (Figure 1).

Illumina Professional Care Services

Concierge Custom Design Service

The Illumina Concierge Custom Design Service is a personalized consulting solution for customers who need assistance in the design and delivery of custom content for genomics projects. Under the leadership of dedicated design experts, the Illumina Concierge Service can be used to provide advanced design assistance, including *in silico* design optimization and extended product capabilities for a variety of sequencing and microarray products. Alternatively, customers can work with dedicated project managers to optimize a product for specific project needs. Product optimization support ranges from functional testing with controls to iterative product enhancements and shipment coordination.

Figure 1: Illumina Professional Care Services—Professional Care Services provide assistance at every stage of NGS adoption from NGS consideration through installation and final data analysis.

Services

Table 1: Illumina Professional Care Services—Example Bundles

Point Pack	What services can I redeem with my Point Packs? (Example Bundles)
Select	• Library preparation training[a] • Bioinformatics Starter Consultation[b]: Bioinformatics Introduction for Biologists, Run, and Read Data QC with the BaseSpace Suite or Local Run Manager, and one hands-on application-specific data analysis consultation with sample data • Ongoing consultation needs such as library prep workflow, sequencing, and data analysis
Elite	• Library preparation training[a] • Bioinformatics Starter Consultation[b]: Bioinformatics Introduction for Biologists, Run, and Read Data QC with the BaseSpace Suite or Local Run Manager, and one hands-on application-specific data analysis consultation with sample data • Ongoing consultation needs such as experimental design, proof-of-concept, library prep workflow, and data analysis
Premium	• Library preparation training[a] • Bioinformatics Starter Consultation[b]: Bioinformatics Introduction for Biologists, Run, and Read Data QC with the BaseSpace Suite or Local Run Manager, and one hands-on application-specific data analysis consultation with sample data • Ongoing consultation needs such as experimental design, proof-of-concept, library prep workflow, and data analysis • Library preparation training[a] and associated hands-on application-specific data analysis consultation with sample data sets with the BaseSpace Suite or Local Run Manager • Retraining of laboratory personnel on Illumina library prep workflow and associated data analysis
Plus Add-On	• Bioinformatics Starter Consultation[b]: Bioinformatics Introduction for Biologists, Run, and Read Data QC with the BaseSpace Suite or Local Run Manager, and one hands-on application-specific data analysis consultation with sample data • Plus points can be used to supplement Select, Elite, or Premium Point Packs to obtain additional services

a. Library prep training is available for any supported Illumina library preparation kit.
b. For more information on Bioinformatics Professional Services, visit www.illumina.com/services/instrument-services-training/consulting.html.

Proof-of-Concept Services

The Proof-of-Concept Service allows customers to test an NGS solution by submitting their own samples to Illumina for a trial run. It includes personalized consulting, customized protocols, and delivery of a complete data set. This service can be used to evaluate a new workflow or library prep kit on any Illumina sequencing system before purchase. Customers can also use the Proof-of-Concept Service to evaluate custom-designed panels with their own samples. The Proof-of-Concept Service offers an in-depth preview of Illumina NGS DNA-to-data workflows and provides customers with the experience and confidence they need to make major purchasing decisions for their laboratory.

Hands-On Training and Illumina University

Hands-on training enables researchers to learn best practices for optimal sequencing results. Training includes comprehensive troubleshooting and invaluable tips for getting the most from NGS technology. Customers can access 1-, 2-, or 3-day training sessions through Illumina University for all applications on any Illumina sequencing system. Illumina trainings empower customers to gain confidence with NGS technology and workflows. Customers can work with expert instructors to get hands-on training in their own lab, at a third-party training facility, or at an Illumina Training Center. All trainings are conducted by instructors certified by Illumina and can be fully customized. Illumina University also offers free online courses and webinars to supplement hands-on NGS training.

Bioinformatics Professional Services

To help customers generate high-quality data and maximize productivity, Illumina offers an extensive list of Bioinformatics Professional Services. These include a basic introduction to bioinformatics and introductions to alignment and variant calling with the BaseSpace® Informatics Suite or Local Run Manager software. Application-specific consultations on related data analysis workflows that include standard output files and visualization tools are also available. For each workflow, the consultation includes hands-on data analysis with the BaseSpace Suite or Local Run Manager using sample data sets generated by Illumina scientists.* In addition, customers can access personalized consultations on topics such as data quality, analysis, and management, and IT infrastructure.

*Data sets are generated using standard Illumina workflows, library preparation kits, and instrumentation.

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Table 2: Illumina Professional Care Services Point Packs

Pack	Points	Additional Savings[a] Per Point	Which Point Pack is right for me? (Example Customer Profiles)
Select	30	10%	Designed for budget-sensitive/entry-level research customers (eg, molecular biologists, translational researchers) who require minimal assistance in workflow and data analysis. Customers may own a MiniSeq™ System or MiSeq® Series System
Elite	50	16%	Designed for budget-sensitive/entry-level clinical customers (eg, molecular pathologists, oncologist) who require more extensive assistance in library preparation, data analysis, and other on-going needs. Customers may own a NextSeq® or HiSeq® Series System
Premium	80	25%	Designed for translational and clinical research customers (eg, pathologists, oncologists) who require the full package of training, and consulting services. Customers may own a HiSeq® Series or HiSeq X® Series System
Plus Add-On Option	10	–	Designed for customers requiring a small number of points for outstanding project needs, customers working with BaseSpace® Informatics Suite who have consumed their initial bioinformatics service bundle, or as a supplement to current point packs

a. Additional savings per point compared to the Plus Add-On Option.

Professional Care Services Point Packs

Plan for the Unexpected

Illumina Professional Care Services are available for standalone purchase, with Illumina Product Care Service Plans,[†] or as Professional Care Services Point Packs. Point Packs are a simple, cost-effective way for customers to access services, training, and consulting. Customers can use the points to create their own services bundles with discounted pricing. Professional Care Services Points are offered in three, tiered Point Packs containing increasing amounts of points to meet various research needs: Select, Elite, and Premium. Each pack can be supplemented with additional points through the Plus Add-On option (Table 1). Illumina Professional Care Services Point Packs are designed to meet the evolving needs of customers, offering tailored options to accelerate and sustain efficient NGS operations.

Plan for Evolving Research Needs

Professional Care Services Point Packs provide flexible options to fit unique and evolving research needs from a simple bioinformatics consultation to the full menu of Professional Care Services offerings. By purchasing Point Packs, researchers mitigate risk by obtaining a reserve of points to spend on unanticipated compliance, training, or consulting needs. Professional Care Services Points can be redeemed up to 12 months from their purchase date, allowing customers to spend points as needed, either immediately or in the future.

Recommended Point Redemption

Illumina is committed to empowering customers adopting NGS technology and partnering with researchers to maximize their productivity. Illumina Professional Care Services can decrease the NGS learning curve and increase competence through hands-on training and personalized consultations with Illumina experts. Example plans and recommendations to help customers decide which Point Pack is best for them is provided (Table 2).

Cost-Effective Access to Illumina Services

Professional Care Services Point Packs are the most cost-effective way to access Illumina Professional Services. When customers redeem points on any Illumina service option, they take advantage of significant savings compared to a la carte pricing. With a Professional Care Services Point Pack, customers make a single investment that grants ease of access to Illumina services. This saves time and effort, eliminating the need for additional funding requests for postsale expenditures.

Summary

A broad range of Illumina Professional Care Services are available to help researchers adopt NGS or to enable experienced NGS users to expand their capabilities with new applications and methods. These services can be purchased with Services Point Packs, which are redeemable for discounted services. Point Packs mitigate the risk of unanticipated future training and consultation needs and are the most cost-effective way to access services. With Illumina Professional Care Services, customers can engage NGS technology with the confidence of Illumina expertise by their side.

[†]To learn more, visit the Illumina Product Care Plans page.

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