



Service and support for time-saving troubleshooting

No matter how carefully you plan, implement, and maintain your system, sometimes you're going to need help. Data Innovations' middleware offers tools, services, and support to minimize downtime and maximize your efficiency and control.

Notifier Alert

With Data Innovations' unique, powerful Notifier application, you can be immediately notified based on user-defined events. (For example, your hard drive is almost full and needs attention to keep your lab fully operational.)

Is your lab **IM**powered™ ?



Systems built with integrity; relationships built on trust

You are in the business of saving lives. Information that you deliver directly impacts doctors who need to trust you and your results. That's why we built our middleware solutions to set the highest performance standards in the industry – and we stand in full support of every product and service we offer.

- On-site or remote installation
- 24x7x365 emergency support available
- "Time zone sensitive" technical support hours
- Web portal for managing support requests and online knowledge base, drivers and documentation
- Implementation and Consulting services
- Customized and standardized training programs available
- Complete auditing system to track sample and system activities
- FDA 510(k) Clearance signify the comprehensive systems to develop and support Instrument Manager™
- Active monitoring of system via device relationship management (DRM)