

Webinar Q&A: Laboratory Intelligence Use Case

Question 01:	<i>Is this the pricing per client or since its web based, it's unlimited?</i>
<p>Instrument Manager™ and Laboratory Intelligence both use the same pool of licenses for concurrent users. If Instrument Manager's End User (thin client) license count is x, then a combination of Instrument Manager and Laboratory Intelligence users can access up to x number of concurrent users. Even though Laboratory Intelligence can be accessed via a browser, it still consumes a user access license from Instrument Manager. Similarly, you can also access Instrument Manager via a web-browser using Microsoft's RDWeb technology (See <i>Access IM Via a Web Browser - April 2015</i> at http://didyouknow.datainnovations.com).</p> <p>Additional Instrument Manager's End User (thin client) license can be purchased in increments of one if needed.</p>	
Question 02:	<i>In v8.14, does Lab Intel's access to Archive DB stops at the DB level? OR, can it pull data from SM or SEL Archive Files written off to a network storage area?</i>
<p>Only the data in the Archived Specimen Management database is available for Laboratory Intelligence (Lab Intel). Lab Intel does not pull data from the separate HTML files created by Archiving. Once the data is exported out of the actual Archive database to HTML files it is not available to Laboratory Intelligence anymore.</p>	
Question 03:	<i>What is the recommended disk space needed to have Laboratory Intelligence? Memory and processor size?</i>
<p>An easy answer would be equal to or greater than your primary system for memory and processor size. For disk space, it is dependent on whether you use your primary system or archive database as the source of information. Generally it is the size of the database you are using of your live database plus 10%. But as part of the Laboratory Intelligence, you are able to increase the duration of information you want retain and if you want to populate additional fields that are made available in v8.13 and v8.14. If you increase the duration and/or increase the number of data elements then your requirements for disk size will increase. Our sales team can engage the appropriate people to provide you with a more precise answer based on your current system and needs.</p>	

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Question 04:	<i>Do you offer training?</i>
<p>Yes. Training is part of the solution provided. We train by working with you during the implementation, to build the key performance indicators you have defined for deployment so that you have an understanding of how to build, maintain and enhance your system. End-user training is also provided during the implementation to key individuals using train-the-trainer approach.</p>	

Question 05:	<i>Can you view more than one Instrument Manager on one dash board?</i>
<p>Our initial method of deployment for Laboratory Intelligence requires a single instance of Instrument Manager to populate Laboratory Intelligence. Since launch, customers with similar scenarios (i.e. multiple Instrument Managers per organization) have asked if Laboratory Intelligence can be deployed in a manner that would allow multiple Instrument Manager systems to populate a central Laboratory Intelligence instance.</p> <p>We have the ability to have several Instrument Managers transfer its Specimen Management information to a central report server that Laboratory Intelligence could use to data mine and present information from. This method of deployment also allows for disparate versions of Instrument Manager but may limit the data elements available based on the versions of the different Instrument Manager systems and the method of deployment.</p> <p>Our services team will help evaluate your particular configuration and business objectives with Laboratory Intelligence and outline which deployment method and strategy is best suited for your environment.</p>	

Question 06:	<i>We use a lot of DI software, but what do your current clients do to determine their Key Performance Indicator (KPI) for manual or non-DI interfaced assays?</i>
<p>Customers who previously were manually entering results into their LIS (e.g. strip meter) are using Manual Results Entry via Instrument Manager. This allows the manual entry of result, provided fixed result options if desired and allows the use of rules to automatically verify results and ultimately expand the compendium of information that Laboratory Intelligence can report on.</p>	

Webinar Q&A: Laboratory Intelligence *(continued)*

Question 07:	<i>I saw version 8.14 can use historical data. Is this a limitation in Laboratory Intelligence in version v8.13 and below?</i>
<p>Laboratory Intelligence was introduced with Instrument Manager v8.13. With v8.13, you could use the primary Instrument Manager system as your source of information but most laboratorians do not retain years of data on their primary system. In an earlier version of Instrument Manager, Archive Database was introduced that allows IM to move data from the primary system to a secondary (archive) database. The information was still retained for easy access but it freed up storage resources from the primary system and allowed up to 9,999 days (27 years' worth of information. How much information was stored was really based on how much storage space you could allocate to the archive database. With v8.14 of Instrument Manager, Laboratory Intelligence could use the primary database and the archive database as the source of information that it used.</p>	
Question 08:	<i>Is Laboratory Intelligence compatible with 8.13?</i>
<p>Yes, Laboratory Intelligence was introduced with Instrument Manager v8.13.</p>	
Question 09:	<i>Is there a limit to the number of KPI's a user can have?</i>
<p>None that we are aware of.</p>	
Question 10:	<i>Is this module already included in the general IM license or must it be purchased separately? If so, does this involve a one-time purchase or annual fee?</i>
<p>Our software is modular in design and you license or purchase the modules or functionality you want. Laboratory Intelligence is an extension to Instrument Manager and it is a one-time license (purchase) with an annual maintenance and support fee just like the rest of the Instrument Manager software. The one time purchase is a combination of product and implementation/training services.</p>	
Question 11:	<i>If your current system includes a shadow [hot-backup] should the Lab Intelligence computer connect to the shadow to ensure the extra communication does not affect performance?</i>
<p>No – the mechanism to populate the shadow or hot-backup system is the same that populates the report server. The 'burden' on the primary system is minimal using this method.</p>	

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Question 12:	<i>We are going to implement autoverification via Instrument Manager in the very near future. Should we implement Laboratory Intelligence after autoverification or can we implement it before and track our performance as we implement autoverification?</i>
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Depending on what other Key Performance Indicators (KPI's) you are interested in besides autoverification, there is a lot of value from the other KPI's such as arrival rates, quality indicators, tests per hour by day, specimen arrival rates and so forth. Then as you implement autoverification you can determine what your level of autoverification is and determine the focus of additional rule development to decrease the number of manual verification of exceptions.

Question 13:	<i>Is Maintenance Manager included with Laboratory Intelligence? Is the information within Maintenance Manager accessible or exposed for use with Laboratory Intelligence?</i>
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Maintenance Manager is a separate, licensable module of Instrument Manager than Laboratory Intelligence.

Maintenance Manager data is not exposed to Laboratory Intelligence currently.