

Technical Health Check

Ensuring Optimal Performance of Instrument Manager

Today's clinical laboratories depend on technology working at its best for optimal results. Instrument Manager™ empowers your lab to maximize productivity and quality care through software connecting to instruments, lab information systems, quality programs and other third-party connections. Because of its many components, connections and configurations, it makes sense for your IM system to receive a “tune-up” and preventative maintenance – much like a car receives – to perform at its best.

Our Technical Health Check for Instrument Manager provides the perfect opportunity for you to ensure that your IM platform is optimized for peak performance.

Benefits

A Technical Health Check reviews all hardware, connections, drivers and configuration settings associated with Instrument Manager and identifies and corrects any issues with the potential of impacting IM performance. By ensuring your IM system is working at its best, we can help your lab:

- Improve IM response time
- Improve processing time of lab orders and results
- Ensure system uptime and availability
- Avoid slowness of system and failure of order processing
- Identify potential issues before they turn into disruptions

We recommend your IM system receive a Technical Health Check on an annual basis to keep your lab running smoothly. Other ideal times for this service are before implementing an IM upgrade or before any connectivity add-on or conversion.

Technical Health Check Deliverables

Here's what you can expect from our comprehensive analysis and servicing of your Instrument Manager test and production environments:

- Hardware
 - Disk Usage Check
 - CPU Performance Check
 - Memory Performance Check
- IM System Configuration Settings
 - Purge and Backup
 - Archive
 - Mirroring
 - Security
 - Connections
 - Drivers
- Best Practice Configurations
 - Third Party Software
 - Database Memory settings
- Recommendations for best practices and optimal performance
- Up to 10 hours of professional service to implement recommendations
- Resolution of identified issues within 6 weeks

Get your lab's Technical Health Check today