

# Data Innovations is here to help!

## Customer Support and Technical Professional Services Checklist

At Data Innovations, your success is our most important priority. To help meet the needs of our customers, we offer both Customer Support and Technical & Professional Services. This checklist is designed to help you know who to call when you need assistance.

### About Customer Support

Data Innovations Customer Support is designed to be your first line of defense for common technical issues or system “breaks.” The Customer Support team aspires to deliver gold standard service, demonstrating unparalleled technical expertise, patience, and professionalism while promptly responding to customers’ needs, and providing tools and education to improve your experience.

### About Technical & Professional Services

Data Innovations Technical & Professional Services team provides consulting and implementation expertise for project success from start to finish. These fee-based consulting and training services leverage our deep and talented consulting bench - more than 90% are medical technologists, bringing a combined 500+ years of industry experience. We also have a dedicated training staff who deliver comprehensive trainings for Data Innovations solutions both online and through in-person or onsite programs.

#### How to contact Customer Support



**Online:** My DI Community at  
<https://support.datainnovations.com>



**Phone:** (802) 658-1955, option #3



**Email:** [northamerica-support@datainnovations.com](mailto:northamerica-support@datainnovations.com)

#### How to contact Technical & Professional Services



**New services:** Contact [northamerica-sales@datainnovations.com](mailto:northamerica-sales@datainnovations.com)



**Ongoing engagement:** Contact your TPS representative



**Uncertain?** Contact [northamerica-sales@datainnovations.com](mailto:northamerica-sales@datainnovations.com)



**Training:**  
<http://www.datainnovations.com/training>

# Support and Services Checklist

It's important to know who to call when you need assistance. Review this checklist summary of common services and capabilities provided by Customer Support and Technical & Professional Services so you can get the help you need as quickly as possible.

## Customer Support

How can we help?

**Break-fix** - issue identification and resolution due to unexpected problem

**Emergency support** - after-hours support (excludes upgrade support)

**Duplicate instruments** - guidance to add duplicate instruments (i.e. one you already use with IM); excludes validation and testing

**Individual rule support** - for ad hoc, non-clinical troubleshooting and syntax check

**Error resolution** - issue identification, interpretation, and resolution (e.g. Caché, etc.)

**Documentation clarification** - to better enable self-service

**Patient safety concerns** - to alert and inform of potential issues related to Data Innovations solutions

**Driver development requests** - forms can be accessed via the Data Innovations website, or new driver requests made to support

## Technical & Professional Services

What services do we offer?

**New instruments** - addition of net new instrumentation

**Software upgrades** - to assist with deployment of latest software versions

**Solution deployment** - for new DI solutions, like Lab Proficiency Testing, Lab intelligence, Moving Averages, etc.

**Performance & Reliability set-up** - for new High Availability and/or Disaster Recovery solutions

**Complex instrumentation workflows** - enablement of complex lab workflows (e.g. Blood Bank, Microbiology, automation systems, Anatomical Pathology, 3rd party middleware, Cellavision/ Hematology, etc.)

**Time-sensitive deployments** - for critical time-bound projects (e.g. launch support and testing)

**Integration support** - with various LIS, LMS, or EHR solutions (e.g. Beaker, Sunquest)

**Autoverification rules and workflows** - support for rule set creation, troubleshooting, and validation

**Training** - online and in-person training programs