

Instrument Manager™ Upgrade Service

Step up to the latest IM software with minimal laboratory downtime

At Data Innovations, we continually work to bring new technology and features to Instrument Manager™ (IM). Ongoing enhancements range from improving the IM user experience to maximizing cybersecurity protections.

We realize, however, that many labs may lack the resources and expertise to perform a complex software upgrade. That's why we offer our Software Upgrade Service – to ensure a seamless transition to the latest version of IM while keeping your lab up and running.

Our Upgrade Services

Led by Data Innovations' Technical & Professional Services (TPS) team, our upgrade service packages offer the level of support your lab may require for ensuring a smooth installation and go-live of the latest IM software.

These newly designed service packages now include consultative guidance on which product components require validation to reduce the burden of adopting new versions. This way, your lab can stay up to date with current cybersecurity and patient safety updates, independent of the product's feature sets.

As always, you'll benefit from the experience of our TPS team working with hundreds of laboratories and a wide variety of diagnostic devices, LIS and lab informatics products so that you can focus on achieving your primary goal – quality patient care.

IM Upgrade Service Packages

	Standard	Base
Project Management	•	
IM Systems Guidance	•	
Server	•	
Third-party Integration	•	
Networking	•	
Validation Guidebook Consultation	•	•
IM Installation	•	•
Migration Services	•	•
Go-live Support	•	•

Upgrade Service Benefits



The technical expertise of upgrading our software in diverse lab environments



Reduced risk of complications, security issues, and interruptions to lab operations



Cost-effectiveness, compared to hiring an in-house team to perform the same tasks



Available user training and support services for improved user satisfaction and productivity



Future-proofing your lab's operations with the latest software to remain optimized for performance

Standard Package

Our Standard Upgrade Service starts with a tailor-made implementation plan developed to meet your lab's unique needs and environment.

A DI program manager and team of consultants will work with your IT staff to execute site and server preparedness, the software installation, and migration of data.

We will also guide and support you through the validation, go-live and post go-live phases. This service is designed for an in-place server or new server-based upgrade.

- For projects including new hardware, we recreate the current IM instance on new servers before executing the upgrade steps.
- If new hardware is required, our team provides technical support during the server procurement process.
- We will also install and mirror IM's High Availability & Disaster Recovery solution, if applicable.
- Any other networking and third-party integrations are also performed.

Base Package

Our Base Upgrade Service is intended for labs requiring an in-place server-based upgrade with low complexity, or for labs in need of DI experience to augment your in-house resources.

This package provides:

- Access to a team of consultants who will perform the software installation and migration of data.
- Guidance and support through the go-live and post go-live phases.

Why Upgrade Your IM Software?

- 1 Ensure your laboratory's IM system is fully supported for maximum productivity and patient service.
- 2 Stay protected with the most current cybersecurity protections for your IM system and drivers/connections.
- 3 Improve your lab optimization with the latest IM features.
- 4 There is never a new IM software version upgrade fee.

Ready to upgrade your IM software and leave the heavy lifting to us?

[CONTACT US](#)

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