

# Support & Service Offerings



# Setting New Standards

# ATL Support Services

support@atlab.com

A LIMS is a major investment, and we believe that superior support is a necessity. ATL delivers excellent support by a team of laboratory and software professionals who are experienced, responsive, and committed to providing our clients with the highest level of support and service in the industry.

LIMS customer support requirements are not constant over time. The cycle develops as databases increase in size, user populations grow, and computing environments become more sophisticated. ATL customer support options recognize this cycle by providing a range of services within the ATL Metals Support Program that meet customers' changing needs through the LIMS evolution. The ATL Metals Support Program consists of four levels that provide client's options based on their business requirements, with ATL GOLD being our most popular option and best value.

## Technical Support

Technical support is located at our corporate headquarters in West End, NC and is available Monday through Friday from 8:00 am - 5:00 pm ET. We offer extended support hours for clients with Platinum support. Our goal is to exceed expectations, so don't hesitate to contact us via phone, email, or our support portal for problem resolution, anomaly reporting, documentation clarification, and technical guidance. Support calls are directly routed to and resolved by software engineers who have access to a comprehensive range of diagnostic tools. Support calls are prioritized and assigned according to the severity, support level purchased, and impact on customer business. All calls are logged, tracked, and resolutions are documented in accordance with ATL's ISO Certified Quality Process.

## Remote Support

Remote support allows ATL software engineers to securely log into the customer systems, perform diagnostics, and resolve issues; this requires customer permission and system access.

## Secure Online Support

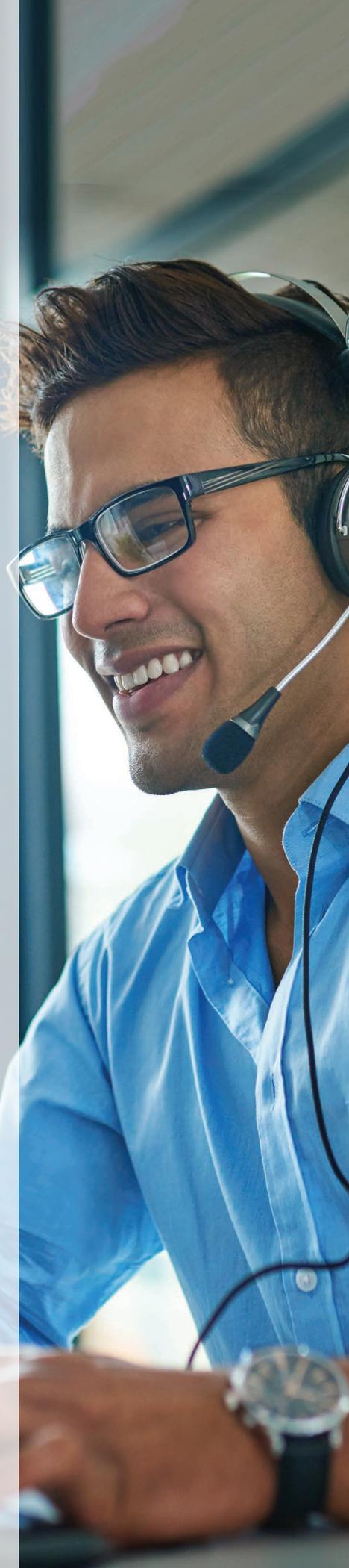
Secure online support provides access to a wealth of product knowledge. From our secure web support area, users may download ATL service packs and utilize our knowledge base and white papers. This site also provides access to Frequently Asked Questions, the user bulletin board, and breaking news.

## LIMS Support Newsletter

LIMS Support Newsletter is the primary publication for communicating ATL's vision and direction. This quarterly newsletter is devoted to the ATL user community, with news on industry events, regulatory updates, and new version releases and product offerings, enabling customers to make informed business decisions about laboratory automation solutions for their laboratory.



What makes ATL Support even better? It now includes remote support at no additional cost. Call or email us today, toll-free: **800.565.LIMS** or **support@atlab.com**.



# ATL Academy: Training Programs

training@atlab.com

ATL has been offering formal training courses for over two decades. We understand that not all people learn the same way; for some, self-paced training programs are ideal, some prefer one-on-one training and yet others excel in formal classroom training. We tailor our training offerings to provide a combination of programs to meet our clients' needs, including but not limited to tutorials, blended e-learning, interactive web sessions, and formal classroom training.

## LIMS Boot Camp

Our most popular course, LIMS Boot Camp, is a 5-day hands-on course. The first 3 days make up the intermediate class and primarily focuses on user interaction with the system, whereas the 2-day advanced course is poised for LIMS administrators and super-users who will modify and create new reports, or extend the application with new forms, tables, and queries. LIMS Boot Camp is offered in Pinehurst, NC near our corporate headquarters. We can also offer this course for clients who wish to have it at their facility if they meet the minimum student requirement.

## Virtual Instructor-Led Training (vILT)

These courses are taught exclusively online for ATL Sample Master® and TITAN®. The goal is to emulate a traditional classroom environment without the travel and time costs. Benefits of vILT courses include the ability to break up the class in 1-2 hour sessions and schedule them accordingly. Class sessions are recorded as a courtesy to those with unforgiving schedules, and students who wish to review their training at a later date.

## On-site Training

Qualified ATL trainers provide on-site guidance that is designed to suit specific laboratory requirements and schedules. This expert-led training is designed for LIMS administrators, as well as end-users. Visits include a combination of hands-on tutorials and demonstration training, and are supplemented with training manuals, tutorials, a user manual, quarterly web-based training, and the curriculum that is offered through ATL Academy.

## Remote Web Training

The major advantage to remote training is that it can be quickly scheduled and provided to a single user or to a group. Remote training provides a convenient, cost effective, efficient, tailored method to meet customers' needs; all that is needed is a telephone and a computer or tablet with internet access.

## Customized Training

We have delivered group training in auditoriums as well as in small classrooms, both on-site and remote, lecture-style in formal classrooms as well as interactive. ATL engineers will customize training with users in order to impart the skills needed to leverage their data management investment. Training will be custom tailored according to the customer's unique needs.



# ATL Professional Services

services@atlab.com

## Instrument and Enterprise Integration

Instrument and Enterprise Integration offers users the ability to integrate our products with numerous analytical instruments, portable handheld units, and various enterprise applications such as ERP, SAP, SCADA, and accounting packages. We create instrument parsers that convert output files to a format that can be imported, viewed, validated, and approved.

## Programming Services

Programming Services are available to create custom reports, provide historical data migration, provide customizations, or assist in understanding customer-written code within the LIMS.

## Consulting and Validation

Consulting and Validation includes our LIMS Needs and Optimization Assessments, and IQ (Installation Qualification)/OQ (Operational Qualification) validation services. It is through our Needs Assessment and Optimization Assessment that we review the current processes and operations of laboratories and provide a formal report with recommendations for improvement in operational efficiency.

## Remote Professional Services

Remote Professional Services allows ATL software engineers to securely log into the customer system and perform configuration assistance, training, etc.; this requires customer permission and system access.

## Comparison of the ATL Metals Support Options

**Don't go it alone, renew your  
ATL support today!**

ATL Support Type	BRONZE	SILVER	GOLD	PLATINUM
Technical Support	5 incidents	10 incidents	Unlimited	Unlimited
Extended Support Hours 24/7	Optional	Optional	Optional	Included
Product Upgrades	Optional	Optional	Included	Included
Quarterly Web Training	Optional	Optional	Included	Included
Remote Login	Included	Included	Included	Included
ATL Support Website	Included	Included	Included	Included
LIMS Support Newsletter	Included	Included	Included	Included
FTP Support Area	Included	Included	Included	Included
Annual Maintenance (based on software cost)	5%	10%	18%	35%
Training: LIMS Boot Camp	Optional	Optional	Optional	Included*

\*A 5-day pass to the Intermediate and Advanced Class for 2 students.

496 Holly Grove School Road  
West End, NC 27376  
Phone: 800.565.LIMS (5467)  
Outside US: 910.673.8165  
Fax: 910.673.8166  
atlab.com

