Remote Server Management Solution

A Complete LIMS Server Management Solution

ATL offers our LIMS Server Management Solution to support growing businesses that do not have dedicated in-house IT resources. This service ensures that all of our clients have all the components necessary for LIMS success, including server management and database administration.

ATL's qualified staff comprises diverse individuals with expertise in many different areas that range from software development to network and database administration. This allows us to provide our clients professional attributes, such as:

- Commitment to quality, ATL has been ISO 9001 certified since April 2001. We are currently certified at the latest level, ISO 9001:2015
- Expertise and support from a Microsoft Certified Partner (since 1995). Extensive experience in managing servers and in-depth knowledge of Windows Operating Systems.
- Vast knowledge and understanding of LIMS and data management technology that includes software applications, hardware specification, network issues, database platforms and structure, and information security.
- In-depth knowledge of best laboratory information practices, including instrumentation, techniques, processes, and methods for a complete understanding of your laboratory.
- More than a decade of experience with an impressive track record of assisting customers in successfully managing and maintaining their LIMS and laboratory automation solutions.

Scope of Services

The LIMS Server Management program is not meant to replace the LIMS administrator; the service provides in-depth, supplemental LIMS server assistance. This remote service will complement the LIMS administrator and ensure that critical tasks are accomplished. Each client will receive a monthly "check-up" report on the status of their server and any actions performed on the server, such as service pack applications of the operating system, database, and LIMS.

ATL engineers will execute the following:

- Application of required service packs (operating system, database and LIMS service packs).
- Document the updates applied (operating system, database and LIMS service packs).
- Document the results from all log files (SQL, IIS).
- Databases Summary – document sizes, problems found, and recommendations.

Requirements
- Firewall (for establishment of Virtual Private Network (VPN)).
- ATL-approved server.
- Broadband Internet Connection.
- Digital Subscriber Line (DSL), cable modem, or other highspeed connection. (No dial-up connections will be supported.)
- Administrator permissions on the server.
- Assignment of internal private IP address range by ATL.

Maintenance
Regular maintenance is included in the Remote Access Package – ATL engineers will monitor your system monthly to ensure your data management success.

Annual Maintenance Cost for LIMS Server Management Total Care
Please contact an ATL representative at 1-800-565-LIMS (5467) and request a quote.

For more information about ATL's Remote Server Management Solution, please contact an ATL sales representative at 1-800-565-LIMS (5467) or e-mail us at info@atlab.com or visit www.atlab.com.

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