

# MiniSeq™ System Professional Care Services

Custom-tailored consultation, hands-on training, and instrument qualification (IQ)/operational qualification (OQ) assistance from Illumina experts.

## Highlights

- Expert-Delivered Support**  
 Implement and/or optimize next-generation sequencing (NGS) operations with hands-on training and personalized consulting
- Extensive Menu of Service Options**  
 Build a customized training and consulting plan to access needed services
- Cost-Effective Access to Illumina Support**  
 Invest in Illumina Professional Care Services with Point Packs and save money compared to a la carte services

To address these questions and provide confidence in NGS solutions, Illumina offers a range of Professional Care Services. These services include compliance services, hands-on training, and personalized consultation to help customers with instrumentation, library prep, data analysis, or genomics IT infrastructure needs (Figure 1).

## Professional Care Services

Several categories of Illumina Professional Services are available (Table 1). Researchers can take control of their training and support by choosing the options that best meet their needs.

**Table 1: Overview of Available Services**

Service Category	Description
Qualification and Compliance	Ensure proper installation, functionality, precision, and documentation throughout the life of an instrument
Hands-On Training	Receive hands-on, custom training with a certified Illumina instructor for the entire NGS workflow
Personalized Consultation	Work 1-on-1 with an Illumina expert to learn about, evaluate, and optimize NGS operations

## Introduction

The MiniSeq System delivers the power of proven Illumina NGS technology in a highly accessible benchtop sequencer. It enables researchers to keep pace with technology, putting them in control of their sequencing projects. This small, robust sequencing system turns a broad range of NGS applications into affordable, everyday research tools. With its cost-effective operation, even for low numbers of samples, researchers can sequence on demand. Now, laboratories of any size can perform a range of sequencing methods to deliver high-quality results and advance their studies.

When considering the move to NGS, researchers must navigate many decisions in addition to choice of instrumentation. Such factors include whether preconfigured NGS workflows are available for specific applications or targets of interest, how data analysis is performed, and how it compares to current methods. Other concerns include what training and support are available to gain competency in generating and analyzing sequencing data.



**Figure 1: Illumina Professional Care Services**—A targeted menu of Illumina Professional Services are available for customers at every stage of NGS adoption, from NGS consideration to installation and final data analysis. Professional Care Services Point Packs enable customers to choose a support plan tailored to their needs.

**Table 2: Illumina Professional Care Services Point Packs**

Pack	Points	Additional Savings <sup>a</sup> Per Point	Description	Example Customer Scenario
Select	30	10%	Designed for customers who require focused training and consultation services	Budget-sensitive/entry-level research customers (eg, molecular biologists, translational researchers) with a MiniSeq or MiSeq <sup>®</sup> Series System
Elite	50	16%	Designed for customers who require instrument compliance services and focused training and consultation services	Budget-sensitive/entry-level clinical customers (eg, molecular pathologists) with a NextSeq <sup>®</sup> or HiSeq <sup>®</sup> Series System
Premium	80	25%	Designed for customers who require the entirety of compliance services, training, and consultation services	Advanced-level clinical and research customers with HiSeq or HiSeq X <sup>®</sup> Series Systems
Plus Add-On Option	10	-	Flexible add-on points for project completion or Bioinformatics Starter Consultation services	Customers requiring a small number of points for an outstanding project need

a. Additional savings per point compared to the Plus Add-On Option.

### Instrument Qualification and Compliance

Illumina compliance services, performed by Illumina personnel, help ensure that purchased instruments, such as the MiniSeq System, perform according to specifications, maximizing productivity and turnaround time. These services can provide peace of mind, reduce reactive service calls, and minimize instrument downtime. Illumina qualification reports can be used to satisfy the specific performance and reporting needs of laboratories extending into areas of clinical interest. Illumina offers varying levels of compliance services, enabling laboratories to select the most appropriate service at the right time and balance costs with available resources. Compliance services include: IQ/OQ at initial instrument installation or relocation, and OQ and/or Performance Qualification (PQ) for requalification after a major service event or according to laboratory standard operating procedure.

### Hands-On Training

Illumina University empowers customers to gain confidence with NGS technology and workflows. Customers can work with expert Illumina instructors and get hands-on training in their own lab, at a third-party training facility, or at an Illumina Training Center. All trainings are conducted by instructors certified by Illumina, and can be fully customized. Training includes comprehensive troubleshooting and invaluable tips for getting the most from NGS technology. Customers can access 1-, 2-, or 3-day training sessions for all applications supported by the MiniSeq System. Illumina also offers free online courses and webinars to supplement hands-on NGS training.

### Personalized Consultations

The menu of consulting offerings includes Proof of Concept, as well as workflow optimization, bioinformatics, and Genomics IT Consulting Services.

### Proof-of-Concept Service

The Proof-of-Concept service allows customers to test an NGS solution by submitting their own samples to Illumina for a trial run. It includes personalized consulting, customized protocols, and delivery

of a complete data set. This service can be used to evaluate a new workflow or library prep kit on the MiniSeq System before purchase. As their needs grow, customers can evaluate new additions to their workflows. Customers can use the Proof-of-Concept service to evaluate custom-designed panels with their own samples before making major purchase decisions. The Proof-of-Concept service offers an in-depth preview of Illumina NGS library-to-data workflows, providing the experience and confidence customers need before making decisions for their laboratory.

### Bioinformatics Professional Services

To help customers generate high-quality data and maximize productivity, Illumina offers an extensive list of Bioinformatics Professional Services. These include a basic introduction to bioinformatics, introductions to alignment and variant calling with the BaseSpace<sup>®</sup> Informatics Suite or Local Run Manager software. Also, application-specific consultations on related data analysis workflows that include standard output files and visualization tools are available. For each workflow, the consultation includes hands-on data analysis with the BaseSpace Suite or Local Run Manager, using sample data sets generated by Illumina scientists using Illumina library prep kits on Illumina instruments. Also, customers can access personalized consultations on topics such as data quality, analysis, and management, and IT infrastructure.

### Professional Care Service Point Packs

Illumina Professional Care Services Packs are designed to meet the evolving needs of customers, offering tailored options to implement and/or optimize NGS operations. Service Packs are offered on a pay-as-you-go, a la carte basis. However, new and experienced researchers alike cannot always anticipate their future needs, and incremental postsale expenditures may discourage customers from taking full advantage of offered services. To address this, Illumina now offers Professional Care Services, a simple, cost-effective way for customers to access the support they need, as their research evolves.

**Table 3: Overview of Illumina Professional Care Services**

Service	Select	Elite	Premium	Plus Add-On Option
Library prep training on one MiniSeq supported kit	✓	✓	✓	✓
Bioinformatics Starter Consultation				
• Bioinformatics Introduction for Biologists	✓	✓	✓	✓
• Run and Read Data QC				
• One hands-on, application-specific data analysis consultation				
IQ/OQ at initial installation	✓	✓	✓	✓
Ongoing consultation needs	✓	✓	✓	✓
Library prep training on additional kit and associated data analysis consultation			✓	✓
Additional training/retraining of laboratory personnel on library prep and associated data analysis consultation			✓	✓

- a. Add-on points available for the Bioinformatics Starter Consultation or to supplement other point packs.
- b. Consultation is available for the BaseSpace Suite or Local Run Manager software.
- c. Data analysis consultation includes sample data sets.
- d. Ongoing consultation needs include: experimental design, Proof-of-Concept, library prep workflow, data analysis, Genomics IT, instrument requalification, etc.

**Flexible Options to Fit Unique Research Needs**

Illumina Professional Care Services are available for standalone purchase or through Services Point Packs. Customers can use the Services Point Packs to create their own service bundles with discounted pricing. Services points are offered in three tiered point packs containing increasing amounts of points to meet various research needs — Select, Elite, and Premium. Each pack can be supplemented with additional points through the Plus Add-On option (Table 2). These services can be used to assist with adoption of NGS or to enable experienced NGS users to expand their capabilities to new applications and methods.

**Reserved Points to Plan for the Unexpected**

Purchasing a Professional Care Services Point Pack mitigates risk by providing a reserve of points to spend on unanticipated compliance, training, or consulting needs. Professional Care Services points can be redeemed up to 12 months from their purchase date, allowing customers to spend points as needed, either immediately or in the future.

**Cost-Effective Access to Illumina Services**

Professional Care Services Point Packs are the most cost-effective way to access Illumina Professional Services. When customers redeem points on any Illumina service option, they take advantage of significant savings compared to a la carte pricing. With a Professional Care Services Point Pack, customers make a single investment that grants ease-of-access to Illumina services. This saves time and effort for the customer, eliminating the need for additional funding requests for postsale expenditures.

**Recommended Point Redemption**

Illumina is committed to empowering customers adopting NGS technology and partnering with researchers to maximize their productivity. Illumina Professional Care Services can decrease the NGS learning curve and increase competence through hands-on

training and personalized consultations with Illumina experts. Example plans and recommendations to help customers decide which point pack is best for them is provided (Table 2).

**Summary**

A broad range of Illumina Professional Care Services are available to help researchers adopt NGS with the MiniSeq System or to enable experienced NGS users to expand their capabilities with new applications and methods. These services can be purchased with Services Point Packs, which are redeemable for discounted services. Point Packs mitigate the risk of unanticipated future training and consultation needs, and are the most cost-effective way to access services. With Illumina Professional Care Services, customers can engage NGS technology with the confidence of Illumina expertise by their side.

**Learn More**

To learn more about MiniSeq System Professional Care Services, Illumina Bioinformatics Professional Services, or Illumina Genomics IT Consulting, visit [www.illumina.com/services/instrument-services-training/consulting.html](http://www.illumina.com/services/instrument-services-training/consulting.html).