



LabKey Professional Services

LABKEY OFFERS A FULL RANGE OF PROFESSIONAL SERVICES TO ENSURE SUCCESSFUL DEPLOYMENT OF YOUR NEW SOLUTION AND TO HELP YOUR TEAM MOVE SWIFTLY INTO PRODUCTION.

SOFTWARE CUSTOMIZATIONS

LabKey's professional services team provides customized solutions based on LabKey Server. Our engagements span a wide range of sizes, clients, and skills.

- ▶ LabKey confidently takes on large-scale projects to make significant additions to LabKey Server. A project of this magnitude might involve adding a completely new instrument data type and associated workflows.
- ▶ LabKey also takes on small-to-medium sized projects, such as customizing a workflow based on an existing data type and the needs of a particular lab.
- ▶ LabKey offers support plans for long-term maintenance of custom solutions.
- ▶ Customized features can be developed as either open source or closed source, according to client needs. Clients can choose to retain proprietary rights to features developed for or on their behalf.

If you need to work with a pipeline task, data type, assay design, algorithm, query or advanced report that is not specifically supported within LabKey Server today, please contact us at info@labkey.com.

LABKEY RAPIDSTART

Through LabKey's RapidStart program, our team of software experts works hand-in-hand with your business, scientific and IT staff to lay the groundwork for seamless deployment of LabKey

Server. We ensure that your team gets up-and-running with maximum speed and minimal disruption. LabKey's RapidStart program is required for all new installations..

TRAINING

LabKey provides comprehensive training packages, ranging from introductory programs for new users to advanced training for programmers who seek to build their own custom applications using the LabKey Server platform. Training options include:

- ▶ Introduction to LabKey Server (3-days)
- ▶ Reporting and Tools (2-days)
- ▶ New Release Functionality: Advanced Topics (2-days)
- ▶ Training: Writing Your Own LabKey Applications (3 days)

The "Introduction to LabKey Server" and "Reporting and Tools" sessions are strongly recommended for all new LabKey clients.

SOFTWARE SUPPORT AND MAINTENANCE

LabKey offers a wide range of professional support options. We work with our commercial customers to put in place a support program that best matches their needs. Please contact info@labkey.com to discuss available options.

UPGRADE ASSISTANCE

Providing software upgrades to our clients is an important part of LabKey's commitment to providing exceptional service. Upgrade assistance is our service option for letting LabKey handle the planning and execution of all updates available from LabKey. Upgrade assistance also provides monthly optimization of your database to ensure maximum performance. 