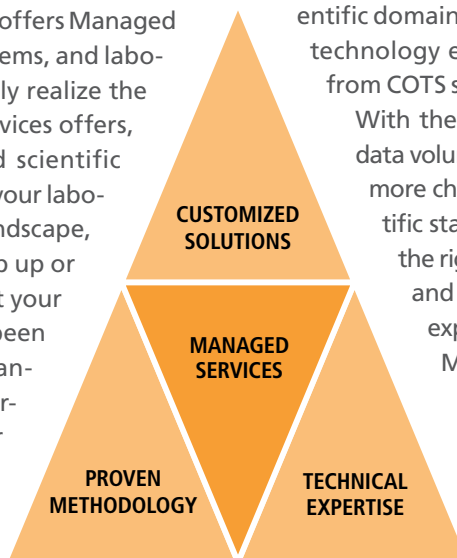




## MANAGED SERVICES:

# LABORATORY DEVICES AND INFORMATICS SYSTEMS – CONTRACTUAL SERVICE LEVEL AGREEMENTS

**Overview:** Astrix Technology Group offers Managed Services for laboratory informatics systems, and laboratory instruments and devices. To fully realize the benefits that laboratory Managed Services offers, you need a partner with specialized scientific domain knowledge, who understands your laboratory environment and integration landscape, and also has the ability to quickly ramp up or down on specialized resources to meet your needs. Astrix is a unique firm that has been providing informatics consulting, Managed Services, and scientific staffing services to scientific organizations for over two decades. Our professionals have successfully demonstrated the use of industry-wide best practices in the evaluation of work processes, functional and technical requirements, laboratory processes and informatics solution options for hundreds of clients and tens of thousands of scientists in a wide range of industries.



scientific domain knowledge, laboratory experience, and technology expertise across hundreds of platforms, from COTS solutions to custom applications.

With the digital age driving massive increases in data volume, managing your IT systems is becoming more challenging by the day. We utilize our scientific staffing division to hire the right people for the right length of time, and leverage the depth and breadth of our laboratory and industry experience to create the optimal customized Managed Services solution for your organization. With the digital age driving massive increases in data volume, managing your IT systems is becoming more challenging by the day. Are you feeling like your laboratory operations budget is growing out of control and taking more and more resources away from your core business? Whether you are simply looking for help desk support, or an all-in-one solution that includes hardware, software and service, Astrix can deliver a Managed Services solution that is right for your business.

Unlike traditional consulting firms, Astrix offers deep sci-

### Typical benefits of working with the Astrix Professional Services group includes:

- Cost and risk reduction**  
 We take care of hiring and training necessary staff, and security and compliance issues. You have a predictable monthly fee.
- Peace of mind**  
 We provide 24/7 proactive monitoring and management of your devices and IT systems, and guarantee functionality with a SLA. You leave the complex decisions to us.
- Stay focused on your core business**  
 We manage and communicate with vendors and cloud providers. You have a single point of contact with highly skilled technical resources for any issues that arise.
- Increased operational efficiency**  
 We provide services that minimize downtime for your laboratory devices and informatics systems. You only pay for what you need.

### Technology Partners & Platforms:



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# PROCESS-DRIVEN METHODOLOGY – STRATEGIC PLANNING – CUSTOMIZED SERVICE MODEL

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## METHODOLOGY

In each our Managed Services offerings, we follow a proven, process-driven methodology to perform an effective transfer of services from client to Astrix in a way that mitigates risk, recognizes business needs, and supports the smooth transfer of operational responsibility. First, using industry best practices, we work with you to determine the maturity of existing capabilities in your organization and identify any gaps in required systems. This assessment will be documented and baselined, and include mutually agreed upon conclusions that serve as a roadmap for both services and recommended improvements. We utilize information gathered in this assessment to develop a service model that is integrated into your organizational structure, responsive to your business needs and strategy, and adaptable to change.



Depending on the service model implemented, Astrix will provide dedicated support processes that may include project managers and nearshore support to reduce costs. All our Managed Services include a contractual Service Level Agreement (SLA) that serves to guarantee an appropriate level of service.

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## SERVICE OFFERINGS

- ◆ **Lab-side Support** – provides on-site support for break/fix, Install/Move/Add/Change (IMAC), and other incidents that could not be resolved remotely. This service also provides local laboratory equipment management through inventory management updates and equipment calibration. The goal of this service is to maintain lab equipment within defined expectations so that disruptions are mitigated proactively.
- ◆ **Remote Helpdesk for Devices and Lab Systems** – provides remote helpdesk support for incidents involving lab devices and systems. Service levels L0, L1 and L2 are provided by Astrix. L3 issues that involve specific application or device support will be handled by software or hardware companies, while being managed and monitored by the Astrix helpdesk. The goal of this service is to provide fast restoration of service for the end user, eliminating the delay associated with a desk side requirement.
- ◆ **Enterprise Application Lifecycle Support for Lab Systems** – we cut through your digital complexity to provide integrated application and database migration, management, maintenance and security. This service also provides for application updates, patches and enhancements developed for the customer by Astrix or other 3rd parties.
- ◆ **Organizational Change Management** – provides for management of the organizational changes involved in switching to outsourced Managed Services. All proposed changes are evaluated for their impacts, benefits and risks.

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### ABOUT ASTRIX TECHNOLOGY GROUP

We are a staffing and professional services firm focused on serving the scientific & engineering communities. With offices throughout the United States, Astrix is dedicated to providing the highest level of quality and service. We are a unique firm and we invite you to learn about us. Visit [astrixinc.com](http://astrixinc.com) for more information.



CORPORATE HEADQUARTERS  
125 Half Mile Rd, Suite 200  
Red Bank, NJ 0770  
732-661-0400