



## Sciformatix Professional Services Offerings (Training & Other Services)

Service Offering	Description
<b>Training Services</b>	
<b>On-Site Training</b>	<p>Even though Sciformatix products are easy to learn and use, a Sciformatix on-site training course will inject your lab personnel with knowledge that will allow them to immediately become productive with the use of Sciformatix products. This can shave days or weeks off of the learning curve for your lab and give your lab professionals the confidence they need.</p> <p>A Sciformatix training professional will perform face-to-face training for your lab personnel, providing expert presentations and demonstrations for all of the key areas of the products covered. Each on-site training session is designed to accommodate up to 5 people, allowing the instructor to devote attention to each student participant.</p> <p>(Note: Travel expenses for Sciformatix training professionals are not included in the base prices for on-site training and are the responsibility of the customer.)</p>
<b>Webinar Training</b>	<p>For cost conscious organizations who would like instructor-based training, Sciformatix offers a webinar version of its on-site training courses. Sciformatix webinar training courses will provide your lab personnel with all the knowledge and tools that will help them to become productive users of Sciformatix products right away.</p> <p>A Sciformatix training professional will perform training using web-based meeting technology, providing expert presentations and demonstrations for all of the key areas of the products covered.</p> <p>(Note: Multiple lab organizations may participate in a webinar training session.)</p>
<b>Free Video Training</b>	<p>For lab organizations who prefer to learn at their own pace, Sciformatix offers free training videos for any paid subscriber of Sciformatix products. Each Sciformatix training video provides a focused training session for a particular topic.</p> <p>Once your organization becomes a subscriber to Sciformatix products, you will be provided with instructions on how to access the Sciformatix training videos.</p>

Service Offering	Description
<b>Implementation Services</b>	
<b>Quick-Start Implementation Services</b>	<p>Sciformatix recognizes that no two labs are exactly alike, and as a result, has created products that are designed to be highly tailorable <i>by lab professionals</i>, without requiring the expertise of IT personnel. But, Sciformatix recognizes that your lab's time is valuable. With the Sciformatix Quick-Start Implementation Services, Sciformatix experts will work with your organization to understand your specific requirements and help you tailor the Sciformatix products to meet those requirements.</p> <p>Quick-Start Implementation Services will assist your lab in setting up your different sample types and properties, different container types, and get you started with organizing your storage configuration (rooms, freezers, cabinets, shelves, drawers, compartments, etc.). In addition, Quick-Start Implementation Services will help your lab to design labels and configure printers.</p> <p>Quick-Start Implementation Services for a Lab Group Edition subscription provides up to 30 hours of services for your organization. Quick-Start Implementation Services for a Professional Edition subscription provides up to 50 hours of services for your organization.</p>
<b>Other Professional Services</b>	
<b>Operations Assessment Services</b>	<p>Sciformatix understands that, if your lab organization is like most, you may not have the time, resources, and/or expertise to assess your samples inventory as well as the status and performance of your operations. And yet, you know it will be valuable to your operation to better understand those areas. To that end, Sciformatix offers Operations Assessment Services in two different versions: Basic and Advanced. Both are designed to collaborate with key stakeholders and provide an independent assessment of your operation.</p> <p>The <b>Basic</b> Operations Assessment Service provides up to 16 hours<sup>1</sup> of services to:</p> <ul style="list-style-type: none"> <li>• Identify and document standards with respect to samples used in the lab, key properties that need to be recorded, and how samples are (should be) handled;</li> <li>• Assess the efficiency of labor expended on sample handling processes by different lab personnel;</li> <li>• Calculate the value of samples inventory;</li> <li>• Recommend operational changes to improve the quality and efficiency of operations, and provide advice for reducing operating costs.</li> </ul> <p>The <b>Advanced</b> Operations Assessment Service provides up to 40 hours<sup>1</sup> of services to:</p>

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	<ul style="list-style-type: none"><li>• Include all services provided in the Basic Operations Assessment Service;</li><li>• Review and document key operational workflows;</li><li>• Assess the cost of activities associated with key operational workflows;</li><li>• Recommend changes to key operational workflows that will lead to improved operations and reduced costs.</li></ul> <p>With each Operations Assessment Service, Sciformatix will produce a professional report that summarizes key findings of the assessment.</p> <p>(Note: Travel expenses associated with Sciformatix professional services are not included in the base prices for Operations Assessment Services. Travel expenses are the responsibility of the customer.)</p>

<sup>1</sup> Additional time may be added to the Operations Assessment Service for additional fees, at the customer's discretion.