



# Technical Professional Services Offerings

BD Technical Services is your partner for performance.

BD Service teams enable you to better serve your customers and patients. You can count on our deep knowledge and experience to help ensure your instruments deliver expected, timely results.



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# Elevate your lab's performance with BD Life Sciences Technical Professional Services

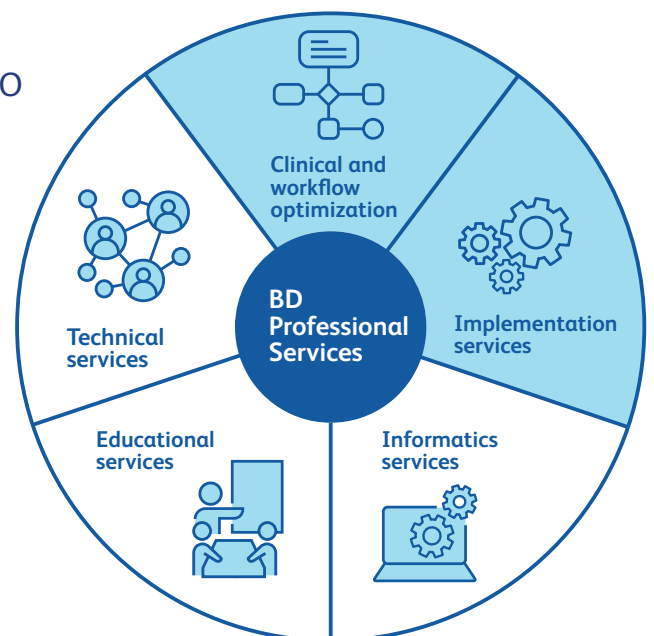


BD Technical Services is committed to being a trusted and reliable partner to our customers. By providing expertise in the moments that matter most, we can help ensure that you are performing and delivering on your promises. We understand that your laboratory's success relies not only on the instrument, but also on the expertise and support that comes along with them. This comprehensive suite of professional services, along with our dedicated teams of experts, are here to assist you with getting the most out of your investment, empowering your team to achieve optimal performance and efficiency.

Combining years of collective knowledge with diverse research and clinical laboratory experience, the BD Applications and Technical support teams provide timely and professional telephone, virtual and on-site scientific supports. Many of the associates on our teams have advanced degrees and previous laboratory experience. From guidance in experiment design to hands-on trainings, you can rely on our experts for iterative optimization.

## BD Technical professional services portfolio

- ▶ **Informatics services:** Leveraging information technology to better monitor laboratory outcomes
- ▶ **Education services:** Enhancing staff capabilities to help maximize operational effectiveness and quality management
- ▶ **Technical services:** Designed to assist laboratories in consistently reporting quality results on a daily basis





## Informatics Service Offerings

Informatics services at BD offers our customers a comprehensive suite of technical solutions that assist with optimizing their network performance and operations within their facility. Our comprehensive suite of services, such as LIS Migration, database fixes, and server relocations, provides our clients with the necessary tools to streamline and efficiently transition from one facility wide information system to another seamlessly. With our expertise and technical capabilities, customers can rest assure that their data will remain secure and their IT operations will run smoothly and effectively. BD Informatics understands the importance of putting a customer's needs first, and we strive to provide the best support and customer service available at a moments notice.

### How to order

[Have a question or interested in a quote for our Informatics Services?](#)

Please contact your sales representative or email us at [technical\\_services@bd.com](mailto:technical_services@bd.com).

### Informatics services

Service	SKU	Service Description
BD Kiestra™ Migration	430330	Service includes: <ul style="list-style-type: none"><li>• Set up of System Control Unit at customer site.</li><li>• Establish network connectivity, set up of remote services, and confirmation of firewall communication.</li><li>• Data migration to new database.</li><li>• Testing and validation to ensure proper operation.</li></ul>
LIS Migration - BD EpiCenter™	430621	Service includes: <ul style="list-style-type: none"><li>• Migration from old to new LIS system.</li><li>• Installation of "test environment" PC by Field Service Engineer for validation testing.</li><li>• Configuration and data validation of customer's new BD EpiCenter™ LIS system.</li><li>• Instrument testing with customer's LIS specialist after migration.</li></ul>
LIS Migration - BD Synapsys™	430622	Service includes: <ul style="list-style-type: none"><li>• Migration from old to new LIS system.</li><li>• Creation of test environment within Synapsys for validation testing.</li><li>• Configuration and data validation of customer's new BD Synapsys™ LIS system.</li><li>• Instrument testing with customer's LIS specialist after migration.</li></ul>
LIS Migration - BD DataLink (Cytology)	430623	Service includes: <ul style="list-style-type: none"><li>• Migration from old to new BD DataLink LIS system.</li><li>• Configuration and data validation of customer's new BD DataLink LIS system.</li><li>• Instrument testing with customer's LIS specialist after migration.</li></ul>
Informatics Network Reconfiguration	430268	Reconfiguration and validation of customer network by an experienced BD Informatics Specialist. This service is quoted hourly based on the scope of work.
Server Relocation (Physical to Virtual)	430269	Migration of the customer's current physical server environment to a virtual server environment. This service is quoted hourly based on the scope of work.

## Informatics services cont.

Service	SKU	Service Description
BD Kiestra™ ReadA Browser Software Installation	430270	Installation of the BD Kiestra™ ReadA Browser software onto a customer's computer. This service includes the software license.
Database Fixes (On-Demand)	430271	On-demand database fixes are quoted hourly based on the scope of work after evaluation of customer system. Service will be quoted at the hourly rate.
Premium Hours (Nights / Weekends)	430272	BD Informatic specialist support on weekends or outside of the contractual hours of customer's Service Level Agreement. Service will be quoted at the hourly rate.
Test Environment Installations - BD Synapsys™	430273	Service consists of the installation of a secondary environment for the pre-existing BD Synapsys™ data management system. This service is quoted hourly based on the scope of work.
LIS Data Customizations	430274	Design, customization, testing and validation of customer's LIS system based on customer request and needs. This service is quoted hourly based on the scope of work.



## BD Kiestra Customer Trainings

Key user, end user, and refresher training are essential for laboratory and clinical staff working with the BD Kiestra™ Lab Automation System. These trainings are strategically designed to help ensure that laboratory staff are equipped with the knowledge required to effectively operate BD instrumentation and resolve errors with complete confidence.

BD Application specialists have years of experience in training and are highly familiar with clinical laboratory workflows. The courses have specific topics and agendas that will be covered, but can be customized and tailored based on the customer's needs. Through these trainings, laboratory and clinical staffs can become better equipped to handle the complexities of automated instrumentation.

### How to order

[Have a question or interested in a quote for our BD Kiestra™ Lab Automation services?](#)

Please contact your sales representative or email us at [technical\\_services@bd.com](mailto:technical_services@bd.com).

### BD Kiestra customer trainings

Service	SKU	Attendee	Duration (Days)	Service Description
Inoqua Standalone Key User Training	430218	Up to 4	3	Training includes operation of the system, daily/monthly maintenance, error code identification, and basic troubleshooting. Training also includes Train the Trainer process, which prepares the Key Users to train the lab staff on operating the system.
Inoqua Standalone End User Training	430219	Up to 4	1	Training includes operation of the system, daily/monthly maintenance, sample loading and sample processing on the system.
WCA Key User Training	430220	Up to 4	6	Training includes operation of the system, daily/monthly maintenance, error code identification, and basic troubleshooting. This training also includes Train the Trainer process, which prepares the Key Users to train the lab staff on operating the system.
WCA End User Training	430221	Up to 4	2	Training includes operation of the system, daily/monthly maintenance, sample loading and sample processing on the system.
TLA Key User Training	430222	Up to 4	6	Training includes operation of the system, daily/monthly maintenance, error code identification, and basic troubleshooting. This training also includes Train the Trainer process, which prepares the Key Users to train the lab staff on operating the system.
TLA End User Training	430223	Up to 4	2	Training includes operation of the system, daily/monthly maintenance, sample loading and sample processing on the system.

## BD Kiestra customer trainings cont.

Service	SKU	Attendee	Duration (Days)	Service Description
TLA Refresher Training	430224	Up to 4	1	Training starts with a consultation with our lab automation specialist to identify topics customer needs further explanation and reviews on. Each refresher training is customized towards customer's specific needs.
Key User - Database build only	430225	Up to 4	3	Training topic includes new protocols build, Synapsys worklist customization, and database design based on customer's desired workflow.
ReadA Standalone Key User Training	430226	Up to 4	3	Training includes operation of the system, daily/monthly maintenance, error code identification, and basic troubleshooting. This training also includes Train the Trainer process, which prepares the Key Users to train the lab staff on operating the system.
ReadA Standalone End User Training	430227	Up to 4	1	Training includes operation of the system, daily/monthly maintenance, sample loading and sample processing on the system.
IdentifA Key User Training	430228	Up to 4	3	Training includes operation of the system, daily/monthly maintenance, error code identification, and basic troubleshooting. This training also includes Train the Trainer process, which prepares the Key Users to train the lab staff on operating the system.
IdentifA End User Training	430229	Up to 4	1	Training includes operation of the system, daily/monthly maintenance, sample loading and sample processing on the system.
Troubleshooting/Maintenance for InoquA	430230	Up to 4	1	Training focuses on error identification, error log review, and issue resolution on the InoquA system. Instructor will go over the most commonly seen errors and review how to conduct basic troubleshooting when these errors occur. Training also includes system maintenance required for system upkeep. Up to 2 sessions a day.
Troubleshooting/Maintenance for WCA/TLA	430231	Up to 4	1	Training focuses on error identification, error log review, and issue resolution on the WCA/TLA system. Instructor will go over the most commonly seen errors and review how to conduct basic troubleshooting when these errors occur. Training also includes system maintenance required for system upkeep.
ReadA Browser/Workflow Review for TLA/WCA	430232	Up to 4	1	Training focuses on ReadA Browser workflow review for end users within the lab, along with daily and monthly system maintenance required for system upkeep.



## Applications Support and Training Services

At BD Technical Services, our team is with you every step of the way from installation to optimization. We understand that your laboratories rely on accurate, timely, and reliable results to ensure the highest quality patient care. Our team of highly skilled application specialists is dedicated to providing you with guidance on training and design of experiments, empowering your laboratory with enhanced expertise.

### How to order

**Have a question or interested in a quote for additional training or our Value-Added Services?**

Please contact your sales representative or email us at [technical\\_services@bd.com](mailto:technical_services@bd.com).

### Applications support services

For applications support services listed below, please reach out to schedule a consultation with our team. Each service is quoted hourly based on the scope of work.

Service	SKU	Service Description
System verification	430295	Customer consultation and assistance with system verification testing and data compiling.
Instrument de-contamination – remote support	430298	Remote technical specialist support and guidance on resolving system contamination issues.
Rules development – remote support	430299	Remote technical specialist support and guidance on: <ul style="list-style-type: none"><li>• Custom rules configuration.</li><li>• Addition of rules above the standard rules written during implementations.</li><li>• Antibiogram reports development.</li></ul>
Instrument de-contamination – onsite support	430296	Onsite application specialist consultation on resolving system contamination issues. Assist with cleaning the system and verification of system operation.
Rules development – onsite support	430297	Onsite application specialist support and guidance on: <ul style="list-style-type: none"><li>• Custom rules configuration.</li><li>• Addition of rules above the standard rules written during implementations.</li><li>• Antibiogram reports development.</li></ul>



## Microbiology testing instrument trainings

Service	SKU	Attendee	Duration (Days)	Service Description
BD BACTEC™ FX Stand Alone User Training	430275	Up to 4	1.5	Training includes operation of the system, instrument maintenance, error code identification, and basic troubleshooting. Training also includes Train the Trainer process, which prepares key users to train the lab staff on basic operation of the system.
BD Epicenter for BACTEC™ FX User Training	430276	Up to 4	1	Training includes basic operation of BD Epicenter as it pertains to workflow, reporting and analytics review, and configuration of any customized reports as needed.
BD Synapsys for BACTEC™ FX User Training	430277	Up to 4	1.5	Training includes basic operation of BD Synapsys as it pertains to workflow, reporting and analytics review, and configuration of any customized reports as needed.
BD Phoenix™ User Training	430278	Up to 4	3	Training includes operation of the system, instrument maintenance, error code identification, and basic troubleshooting. Training also includes Train the Trainer process, which prepares key users to train the lab staff on basic operation of the system.
BD Phoenix™ AP User Training	430279	Up to 4	1	Training includes operation of the system, instrument maintenance, error code identification, and basic troubleshooting. Training also includes Train the Trainer process, which prepares key users to train the lab staff on basic operation of the system.
BD Epicenter for BD Phoenix™ M50 Advanced Training	430280	Up to 4	2	Training covers advanced data queries and customization of reports, filters, and EpiCare rule modules to meet the specific reporting needs of the lab. This is an advanced training and users should be proficient with the basic operation of BD EpiCenter. Training at customer facility on BD supplied laptops with BD Epicenter software.
BD BACTEC™ MGIT™ 960/320 System User Training	430281	Up to 4	1	Training includes operation of the system, instrument maintenance, error code identification, and basic troubleshooting. Training also includes Train the Trainer process, which prepares key users on training other lab staff.
BD BACTEC™ MGIT™ System w/optional BD EpiCenter™ Software	430282	Up to 4	1	Training includes operation of the instrument, daily/monthly maintenance, error code identification, and basic troubleshooting. Software training includes basic operation of BD EpiCenter™ as it pertains to workflow, reporting, analytics review, and configuration of customized reports. Train the Trainer process included.

## Molecular diagnostic instrument trainings

Service	SKU	Attendee	Duration (Days)	Service Description
BD Viper™ LT Key User Training	430283	Up to 4	4	Essential course for key operators; users will be certified to perform Onclarity HPV and/or CT/GC testing on the BD Viper™ LT System. Course consists of lectures, hands on training, observation of proficiency and knowledge check.
BD MAX™ System Training	430284	Up to 4	3	Training course to certify operators on performing nucleic acid testing on the BD MAX™ System. Course consists of lectures, hands on training, observation of proficiency and knowledge check.
BD MAX™ Open System Training	430285	Up to 4	2	Training course to certify operators on performing open system testing on the BD MAX™ System. Course consists of lectures, hands on training, observation of proficiency and knowledge check.
BD COR™ User Training	430286	Up to 4	4	Essential course for key operators; users will be certified to perform adequate nucleic acid testing on the BD COR™ System. Course consists of lectures, hands on training, observation of proficiency and knowledge check.

## Women's health and cancer instrument trainings

Service	SKU	Attendee	Duration (Hours)	Service Description
BD SurePath™ Morphology Training	430287	Up to 3	7	On-Site training course to certify Cytotechnologist and Pathologist on reviewing BD SurePath™ slides.
BD SurePath™ Morphology Training - Remote	430294	Up to 3	7	Remote training course to certify Cytotechnologist and Pathologist on reviewing BD SurePath™ slides.
BD Focal Point™ GS Review Station Training	430288	Up to 3	10	Required certification for Cytotechnologist and Pathologist to review SurePath slides using the BD Focal Point™ GS Review Station. Training is offered as an instructor-led learner interactive course consisting of interactive modules where the learner can work at their own pace through guided activities to acquire proficiency using this system to evaluate BD SurePath™ Pap test slides.
BD Focal Point™ Operator Training	430289	Up to 3	4	Training course to certify users on operation of the BD Focal Point™. Course consists of instrument and workflow overview, hands on training, instrument troubleshooting, routine maintenance, and knowledge check.
BD PrepStain™ System Operator Training	430290	Up to 3	8	Training course to certify users on operation of the BD PrepStain™. Course consists of instrument and workflow overview, hands on training, instrument troubleshooting, and routine maintenance overview.

## Women's health and cancer instrument trainings cont.

Service	SKU	Attendee	Duration (Hours)	Service Description
BD Totalys™ SlidePrep Experienced User Training	430291	Up to 3	5	Training course to certify users on the operation of the BD Totalys™ SlidePrep. Course is designed for users who are familiar with operating the BD PrepStain™. Course consists of instrument and workflow overview, hands on training, instrument troubleshooting, and routine maintenance overview.
BD Totalys™ SlidePrep New User Training	430292	Up to 3	8	Training course to certify users on the operation of the BD Totalys™ SlidePrep. Course is designed for users with no prior experience operating the BD PrepStain™. Course consists of instrument and workflow overview, hands on training, instrument troubleshooting, and routine maintenance overview.
BD Totalys™ MultiProcessor User Training	430293	Up to 3	6	Training course to certify users on operation of the BD Totalys™ MultiProcessor. Course consists of instrument and workflow overview, hands on training, instrument troubleshooting, and routine maintenance overview.