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Illumina Propel Certification Program for Core and Service Labs

Promoting data quality and best practices at fee-for-service labs powered by Illumina technology—delivering benefits to extend knowledge and productivity.

Introduction

The Illumina Propel Certification Program certifies laboratory best practices and the production of high-quality data on key next-generation sequencing (NGS) platforms (Table 1). Core and service labs are certified for specific Illumina instruments through a streamlined and rigorous process. Certified labs can promote their operational excellence by cobranding with Illumina, and drive business by using discounts on fee-based training, consulting, and select products. Certified labs have access to a range of benefits including:

- Discounts on select automation, library prep, and informatics products
- Discounts on fee-based Illumina training, consulting, and Concierge Services
- Discounts on new products
- Listing as a certified Illumina service provider on Illumina.com
- Credit toward Illumina iStore merchandise

Illumina Propel Certification Process

To obtain Illumina Propel Certification, core and service labs must complete a thorough, 3-step process managed by the local Field Application Scientist (FAS). In the first step, 2 designated personnel are tested on their knowledge of the product features, usage, error modes, metrics and other critical information. Second, laboratories present existing data and generate new data for close review by Illumina experts. In the final step, all prospective Propel Certified laboratories engage in an onsite discussion with their FAS to review best practices such as sample, reagent, data, and general laboratory management. The following section provides answers to some of the most frequently asked questions regarding the Illumina Propel Certification Program.

Who is eligible for Propel Certification?

Any laboratory that operates in a fee-for-service mode is eligible. Individual customers (ie, "end users"), laboratory buying groups, or institutions are not eligible.

Can clinical service labs participate?

Yes, clinical labs are eligible; however, Illumina will only certify instruments for research use only; certification is not a substitute for clinical accreditation.

How does a lab join the Propel Program?

The first step for labs that want to join the Propel Program, is to work with their local sales representative to place a purchase order (PO) for the certifications of their choice, and to purchase the associated Propel Certification Kits (Table 2).

Who is the main point of contact for Certification?

After a purchase order is placed, the main point of contact is the local FAS, with additional support from Technical Support, and local sales representatives.

How is Propel Certification Program different from the CSPro Program?

The Propel Certification Program has a significantly lower entry cost, an expanded list of instruments that can be certified, and more meaningful benefits designed to drive business. The Propel Program also requires preventive maintenance and annual recertification.

What is involved in the onsite audit component of the certification process?

The onsite audit includes a discussion and review of operational best practices that covers topics beyond a typical installation training.

What is the Illumina definition of a "new product?"

New products include automation, library prep, and informatics products launched during the calendar year in which certification was granted. For example, if certification is granted in September of 2016, new products will include any products released from January to December of 2016. New products eligible for Propel Program discounts will also be listed on: www.illumina.com/products/products_list/new-popular-products.html.

Can discounts from the Propel Program be added to other discounts?

Propel Program discounts are not additive and cannot be combined with other discounts.

Table 1: Illumina Propel Certification Program Overview

Parameters and Prices[a]	Description
What Gets Certified	• Personnel expertise • Onsite best practices • Data quality for MiSeq®, HiSeq® 2500/3000/4000, NextSeq® 500/550, and HiSeq X®
Certification Prices	• Initial certification: $5000 USD • Each additional certification in same lab: $2500 USD • 15% discount on 3 or more certifications in same lab
Annual Recertification Price	• $2500 USD covers all instrument recertifications in the same lab for the subsequent year
Instrument Service Plan Requirement	• Comprehensive Plan or higher-level service plan[b]
Price List Discounts[c]	
Instructor-Led Training	50%
Select Illumina Consulting and Concierge Services	20%
New product purchases[d]	20%
2-day response time for instrument service	25%
BaseSpace Sequence Hub Professional and Enterprise License Fees	10%
Additional Benefits	
Illumina iStore merchandise credit	$500 USD
Placement on the certified service provider list on Illumina.com	Yes

a. Prices are subject to change
b. Preventive maintenance can also be purchased a la carte in place of Comprehensive Plan or other service level plan.
c. Discounts off price list are not additive and cannot be combined with preprogram discounts
d. Select automation, library prep, informatics products launched in the calendar year in which the certification is granted
e. Available only in select areas

Table 2: Ordering Information

Service Name	Catalog No.
Illumina Propel Program: MiSeq System Initial Certification	20006986
Illumina Propel Program: MiSeq System Additional Certification	20006987
Illumina Propel Program: MiSeq System Recertification	20006985
Illumina Propel Program: NextSeq 500/550 System Initial Certification	20006983
Illumina Propel Program: NextSeq 500/550 System Additional Certification	20006984
Illumina Propel Program: NextSeq 500/550 System Recertification	20006982
Illumina Propel Program: HiSeq 2500 System Initial Certification	20006980
Illumina Propel Program: HiSeq 2500 System Additional Certification	20006981
Illumina Propel Program: HiSeq 2500 System Recertification	20006979
Illumina Propel Program: HiSeq 3000/4000 System Recertification	20010588
Illumina Propel Program: HiSeq 3000/4000 System Initial Certification	20010589
Illumina Propel Program: HiSeq 3000/4000 System Additional Certification	20010640
Illumina Propel Program: HiSeq X System Initial Certification	20010642
Illumina Propel Program: HiSeq X System Additional Certification	20010643
Illumina Propel Program: HiSeq X System Recertification	20010641
Illumina Propel Program (PREORDER): Infinium: Recertification	20011895
Illumina Propel Program (PREORDER): Infinium: Initial Certification	20011894
Illumina Propel Program (PREORDER): Infinium: Additional Certification	20011896

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