illumina

Illumina Bioinformatics Professional Services

Accelerate your research with personalized consultations and hands-on training from Illumina experts.

Highlights

- Expert-Delivered Consultations Implement and/or optimize NGS data analysis and/or IT infrastructure with personalized consulting
- Extensive Menu of Service Offerings Build a consultation plan including basic NGS data analysis, custom pipeline design, optimization, and automation, and/or data management, IT infrastructure design, and integration
- Cost-Effective, Flexible Purchasing Options
 Benefit from different ways to access Bioinformatics
 Professional Services

Introduction

In recent years, advances in next-generation sequencing (NGS) technology have presented scientists with new and exciting possibilities as well as significant data analysis challenges. To support the evolving needs of both novice and expert NGS customers, Illumina offers comprehensive consulting and training through Illumina Bioinformatics Professional Services (Figure 1). This service is delivered by experts with deep scientific and product knowledge, who are committed to helping scientists effectively pursue their scientific goals.

When considering the move to NGS, scientists must navigate many decisions, including:

- Whether preconfigured NGS workflows are available for specific applications or targets of interest
- How data analysis is performed
- How the bioinformatics pipeline compares to current methods
- How to manage, analyze, and store the abundance of sequencing data generated by NGS

Bioinformatics Professional Services

Illumina offers a broad range of bioinformatics consulting services that provide comprehensive solutions tailored to both novice and experienced NGS users (Table 1). For each workflow, the consultation includes hands-on data analysis in the BaseSpace® Informatics Suite or Local Run Manager using sample data sets.* Customers can also request personalized consultations on topics such as data quality, data analysis and management, and IT infrastructure.

Bioinformatics Professional Services Benefits

Expert-Delivered Consultations

As a leader and innovator in NGS technology over the past decade, Illumina and its professionals have acquired deep knowledge regarding every aspect of the NGS workflow, from sequencing to data analysis.

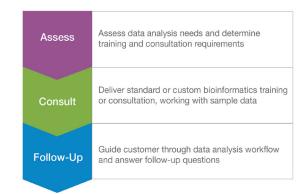


Figure 1: Illumina Bioinformatics Professional Services

Table 1: Illumina Bioinformatics Professional Services^{a, b}

New User Services

Bioinformatics Consulting (hourly)—Personalized consultation of customerspecific topics on data quality, data analysis, and data management

Bioinformatics Introduction for Biologists (3 hours)—Broad overview of standard analysis workflows and an introduction to standard output files such as FASTQ, VCF, BAM, and associated visualization tools

Introduction to Alignment and Variant Calling (3 hours)—Introduction to concepts in alignment and variant calling for NGS data with hands-on experience using sample data sets and tools with BaseSpace Sequence Hub

Introduction to BaseSpace Sequence Hub (1–3 hours)—Broad overview of account management, transferring and sharing data, uploading FASTQ files, launching analyses, and reviewing advanced features such as BaseMount and BaseSpace command-line interface

Genomics IT Consulting (hourly)—Personalized consultation of customerspecific topics on computation, storage, and networking infrastructure to support Illumina NGS data analysis

Experienced User Services

Bioinformatics Consulting (hourly) – Personalized consultation of customerspecific topics on data quality, data analysis, and data management

Genomics IT Consulting (hourly)—Personalized consultation of customerspecific topics on computation, storage, and networking infrastructure to support Illumina NGS data analysis

Metagenomics Data Analysis Consultation (3 hours)—Hands-on metagenomics data analysis using sample data generated with Illumina library prep kits addressing various scientific inquiries

RNA-Seq Data Analysis Consultation (3 hours)—Hands-on RNA-Seq data analysis with the BaseSpace Informatics Suite using sample data generated across the Illumina library prep portfolio and addressing various scientific inquiries

Small Genome *de novo* Data Analysis Consultation (3 hours) – Hands-on small-genome data analysis with *de novo* assembly tools in the BaseSpace Informatics Suite, using sample data generated with Illumina library prep kits

Targeted DNA Resequencing Data Analysis Consultation (3 hours) – Hands-on data analysis for targeted resequencing using sample data for both amplicon and enrichment workflows with BaseSpace Sequence Hub

- a. 1 point can be redeemed for 1 hour of service (eg, 1 point = 1 hour).
- b. Points required varies depending on instrument (MiniSeq[™] System, MiSeq[®] System, NextSeq[®] System, NovaSeq[™] System, etc.) and complexity of service.

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^{*} Data sets are generated using standard Illumina workflows, library preparation kits, and instrumentation.

Point Pack	Points	Savings ^a	Which point pack is right for me? (Example Scenarios)
Select	30	20%	Designed for budget-sensitive basic research customers (eg, microbiologists, virologists) who require minimal assistance in workflow and data analysis. Most suitable for customers may own a MiniSeq System or MiSeq Series System.
Elite	50	26%	Designed for budget-sensitive translational and clinical research customers (eg, oncologists, neurologists) who require more extensive assistance in library preparation, data analysis, qualification, and other on-going needs. Customers may own a NextSeq Series or HiSeq Series System.
Premium	80	34%	Designed for translational and clinical research customers (eg, oncologists, pathologists) who require the full package of training, qualification, and consulting services. Customers may own a HiSeq Series, HiSeq X [®] Series, or NovaSeq Series System.
Plus Add- On Option	10	12%	Designed for customers working with BaseSpace Sequence Hub who have consumed their initial bioinformatics service bundle, or for customers who would like to supplement their point packs.

Table 2: Illumina Professional Care Services Point Packs

Scientists can harness the domain expertise of Illumina professionals to guide them through data analysis and turn seemingly daunting challenges into routine tasks.

Tailored to Customer Needs, For All Experience Levels

For the NGS novice, trainings such as "Bioinformatics Introduction for Biologists" or "Introduction to BaseSpace Sequence Hub," can accelerate the learning curve associated with experimental design, monitoring runs, storing data, and analyzing data. For experienced users, "RNA-Seq Analysis" or "Targeted DNA Resequencing Analysis" can provide the next level of data analysis skills. Illumina Professional Services also includes ad hoc consultations, such as helping scientists port existing pipelines into BaseSpace Sequence Hub, build custom pipelines, automate analysis, or helping scientists with growing genomics IT infrastructure needs.

Flexible Purchase Options

Illumina offers several avenues to easily access Bioinformatics Professional Services (Figure 2). These options include:

- Pay-as-you-go, a la carte option
- BaseSpace Sequence Hub yearly subscription
- Professional Care Services Points Packs

To help novice and experienced users with startup and ramp-up support, Illumina Professional Care Services Points can be redeemed for Bioinformatics Professional Services or for other Illumina Professional Care Services. These other services include Illumina Proof-of-Concept Services, Concierge Services for custom assay design, library preparation trainings, and instrument qualification (IQ/ OQ/PQ) services. Using points for Bioinformatics Professional Services can provide up to 34% savings compared to the traditional a la carte hourly rate.

Summary

Illumina is committed to ensuring customers get the most out of their systems, whether at the initial installation stage or final data analysis

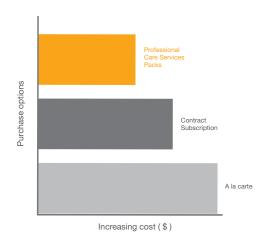


Figure 2: Flexible Purchase Options – Illumina offers several avenues for accessing Bioinformatics Professional Services.

stage of the NGS workflow. With Illumina Bioinformatics Professional Services, scientists can harness Illumina expertise to accomplish their research goals faster than ever.

Learn More

To learn more about Illumina Bioinformatics Professional Services, Illumina Professional Care Services, or Illumina Genomics IT Consulting, visit www.illumina.com/services/instrument-servicestraining/consulting.html.

Illumina • 1.800.809.4566 toll-free (US) • +1.858.202.4566 tel • techsupport@illumina.com • www.illumina.com

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