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Comprehensive services tailored to your needs

For clinicians and researchers looking to generate large amounts of data rapidly and cost effectively, next-generation sequencing (NGS) is becoming the technology of choice. Although the switch to NGS presents new and exciting possibilities, it can also be challenging. In working with labs, questions frequently arise in the start-up, scale-up, sustaining, or compliance phases, as described in Figure 1. Illumina offers a comprehensive menu of solutions to help ease any challenges you may face, whether you're experienced with NGS or just getting started.

Figure 1: Common Challenges

START-UP
- Library Prep
- Sample Validation
- Assay Design

SCALE-UP
- IT & Data Storage
- Scaling Up
- Bioinformatics
- Operational Support

SUSTAINING
- Technical & Design Support

COMPLIANCE
- Compliance & Qualifications

Solution	Description	Benefit
Illumina Concierge Service	Helps create custom and semi-custom targeted resequencing and microarray products on TruSeq® Custom Amplicon, Nextera® Rapid Capture, and Infinium® Array genotyping platforms	• Provides end-to-end project management, in-silico coverage, design assistance, and wet lab testing
Illumina Proof of Concept (POC) Service	Includes white-glove service for pre- and post POC consultation, sample and library QC, experimental design, library prep, cluster generation, sequencing, and data analysis	• Enables customers to test their own samples on a variety of sequencing platforms
Library Preparation Training	Offers hands-on training conducted by a certified Illumina instructor in a customer lab, third-party training facility, or Illumina training center	• Allows customers to tailor their learning experience to their lab's skill set
Illumina Genomics IT Consulting Service	Assesses customer's IT infrastructure requirements and provides solutions to scale data throughput and resolve IT concerns	• Addresses challenges using integrated and extendable open software platform • Assists with troubleshooting hardware and software issues
Illumina Bioinformatics Professional Services	Delivers custom bioinformatics training with sample data and post-engagement follow-up tailored to both novice and experienced NGS users	• Provides custom training for all experience levels • Includes standard and custom workflows to help alleviate NGS analysis bottlenecks and accelerate processes
Illumina SeqLab Consulting Service	Serves high-throughput customers by providing highly specialized solutions, including QC trending, bioinformatics, data management, IT infrastructure, and more	• Accelerates and streamlines the path to large-scale NGS sequencing • Troubleshoots operational challenges related to implementing large-scale sequencing
Illumina ArrayLab Consulting Service	Offers customized solutions for array customers, including capacity planning, fleet management, risk mitigation, and more	• Streamlines large-scale array sequencing implementation process
Illumina Product Care	Delivers expedient support, including instrument service plans and on-demand solutions	• Provides fast on-site service from highly trained staff • Ensures lab operations are on track
Illumina Compliance Services	Help ensure instruments are properly installed and operate according to manufacturer's specifications	• Maintain system's peak performance and compliance standards • Mitigate noncompliance risk

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Getting started is easy.

Illumina offers several easy, accessible avenues to pay for Illumina Professional services, including a la carte, contract/subscription, or Professional Care Services Packs (Point Packs), a simple, cost-effective way for customers to access support, training, and consulting. Our Point Packs are specially tailored to meet your lab's unique needs. Using Point Packs can offer up to a 50% savings vs. a la carte pricing.

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