Thermo Fisher
S C I E N T I F I C

qPCR

Real-time PCR

Instrument connectivity resources to optimize efficiency

Discover how the QuantStudio 7 Pro Dx system's connectivity features enhance lab efficiency

At Thermo Fisher Scientific, we understand your time is important, and we have your back to maximize your efficiency and instrument uptime. When you connect your Applied Biosystems™ QuantStudio™ 7 Pro Dx Real-Time PCR System to Applied Biosystems™ Diomni™ Software, your workflow can be streamlined and supported by a dedicated customer concierge team and IT assistance to provide guidance at every step.

Take advantage of our QuantStudio 7 Pro Dx system ecosystem consisting of digital service and support with on-demand tools and capabilities such as Smart Help and Remote Support using data-driven support.

Our connected systems utilize high levels of protection, meeting industry-standard best practices for regulated environments.

Get connected, become more integrated, and optimize your lab's operations.

applied biosystems

Services and support

Identify problem → **Check on-screen support** → **Use push-button request** → **Send log files** → **We call you**

The QuantStudio 7 Pro Dx system is backed by a state-of-the-art digital ecosystem spanning software, services, and support. You can reach a network of over 2,000 trained professionals to enable speedy resolutions.

This environment provides:

- **Remote Support**—allow our technical team to see your instrument in real time and communicate with you remotely to resolve issues efficiently

  – More than 70% of cases are resolved in minutes, not days

  – Utilize secure, real-time audio and video collaboration tools

- **Smart Help**—get push-button access to technical support directly from the instrument

  – Enjoy a better user experience with onscreen technical assistance

  – Quickly share log and run files to expedite issue resolution

  – Request service visits directly to help minimize downtime

- **Hands-free operation**—perform basic functions using voice commands to improve efficiency

Learn more about our digital service and support ecosystem at
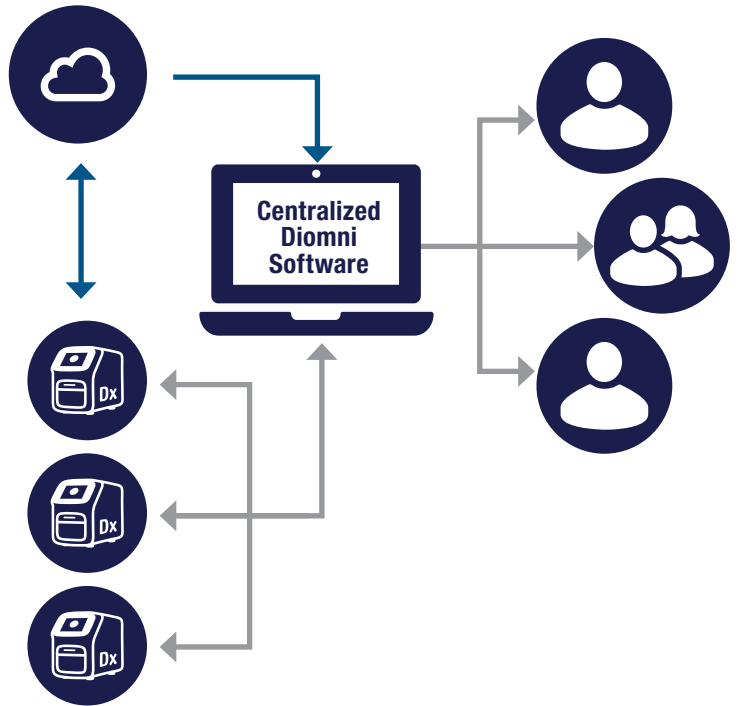thermofisher.com/digitalserviceecosystem

Diomni Software

You can also centralize and scale your lab with Diomni Software, our easy-to-use workflow solution. Whether you are performing routine *in vitro* diagnostic (IVD) tests or developing a new assay, Diomni Software streamlines your molecular diagnostics workflow from setup to results.

Diomni Software is an enterprise software that can be installed on your network to support many instruments and users at the same time, allowing you to unlock even more value.

Being connected allows you to:

- Share with partners across the globe by accessing the software's centralized database

- Set up and send runs to multiple QuantStudio 7 Pro Dx and Applied Biosystems™ QuantStudio™ 5 Dx systems

- Free up bench space as you won't need unnecessary instrument companion computers

- Automate the transfer of configurable results and reports to your LIS/LIMS

Learn more at **thermofisher.com/diomni**

Connect Platform

The Thermo Fisher™ Connect Platform enables the asset management features available to users. With over 10,000 monthly active returning users and over 9,000 connected devices across the globe, the Connect Platform facilitates excellent instrument connectivity even when you are away from the lab.

Key features include the ability to:

- Remotely schedule time on your lab's instruments or monitor your run via your mobile device using the asset management tools

- View the status of connected real-time PCR (qPCR) instruments from a single dashboard or via your mobile device

- Get notifications to monitor qPCR run status remotely

- Collaborate with your colleagues in a secure way using access controls

Learn more at **thermofisher.com/connect**

Keep connecting.
We've got your back.

Explore the full range of benefits and advanced support provided
when you connect your QuantStudio 7 Pro Dx Real-Time PCR System
to both Diomni Software and the Connect Platform.

- **Maximized instrument uptime**—instrument connectivity allows users to access all the benefits of our digital service and support ecosystems so they can optimize the value of their equipment

- **Customer concierge services**—our concierge services will help your IT department establish a secure network connection

- **Network security**—the security and privacy of your data are our highest priority and our connectivity systems utilize high levels of protection, security, compliance programs, and audits to help safeguard against any compromise to your data

Learn more at **thermofisher.com/connectsecurity**
or email **tfc.device.connectivity.support@thermofisher.com**

Learn more at **thermofisher.com/diomni**

appliedbiosystems