

Technical Support Options

Orchard® Software offers three levels of annual support, so you can select the option that best suits your needs and budget. Whatever level you choose, you'll receive software upgrades throughout the year and one-on-one help when you need it from a support team that is always there for you. In addition, our online user groups, newsletters, and website provide you with answers, ideas, and tips to ensure that you're never on your own.



Silver: System Support

Silver support is our standard support package that provides you with software upgrades and 24/7/365 telephone technical support. You also have access to the customer-only portion of our website, where you can use the online Software Problem Report Form to report problems; download ICD-9 codes, NCDs, the latest help manuals, release notes, and customer guides; or propose new or revised features by completing the online Request for Modification Form. You are also able to participate in Orchard's online user groups, which give you the opportunity to ask questions and share information on lab-related issues with other Harvest LIS users, putting additional support at your fingertips.



Gold: System Support and Training

Gold support contains all the benefits of our Silver support, plus a seat at Orchard's P.A.C.E.® accredited (for 30.5 Contact Hours) Advanced User Training class for you or a member of your staff. Hotel accommodations, meals, and airfare for the training class are included with your Gold Support package. During the week-long class, you will receive hands-on experience using many of the database management and maintenance tools, learn the newest features of the most current Harvest LIS version, review security functions and enhancements that may assist you with HIPAA compliance, and try out Harvest LIS modules, such as Harvest Webstation, Microbiology, and Anatomic Pathology. Past attendees have found the interaction with other Harvest LIS users and learning about new projects on the horizon from Orchard associates very beneficial.



Platinum: System Support, Training, and On-site Visit

Platinum support is our premiere level of service and support. It contains all the value of our Silver and Gold levels, plus a week-long, on-site visit by one of our Systems Engineers. An Orchard Software Systems Engineer will make a scheduled visit to your facility to assist you. For example, you may want our engineer to assist you with system expansion, to install or configure host interfaces with host or other systems, to install or configure instrument interfaces, to evaluate your system and provide workflow suggestions, to provide training on new features in Harvest LIS, or to assist in replacing hardware with new items you have purchased. Scheduling is coordinated through Orchard's Technical Support office. Allow 6-8 weeks for scheduling.

Available Features	Silver	Gold	Platinum
Software upgrades			
Telephone support coverage			
Interactive technical support and training			
Access to the customer-only portion of www.orchardsoft.com			
Access to Orchard Software's online user group forums			
One seat for an Orchard Harvest LIS Advanced User Training Course at no additional charge.			
An Orchard Software Systems Engineer will make one scheduled, week-long visit to your facility for designated tasks.			

Orchard® Harvest LIS™ Upgrade Information

Orchard Harvest LIS Upgrade Process

Updates vs. Upgrades

Orchard releases updates to our software frequently throughout the life of a software version. An update is a simple process that takes only a few minutes to install provided the system was already somewhat up-to-date. Major upgrades happen when a new version is released. They include many new features and modifications. Since no two labs are alike, Orchard assigns a technical support representative to discuss these new features with you and suggest how they can be integrated into your lab.

How does the process work?

When a new version of Harvest LIS is released, a notification is sent to users through a variety of media to inform users of its availability. Clients may then fill out an upgrade request form on Orchard's website. We process these forms on a "first come-first served" basis.

Once a request for upgrade is received by Orchard's technical support staff, a represen-

tative makes contact with a representative of your facility to perform a hardware survey.

This process is easy and quick and allows us to determine if your hardware is compatible for the most recent upgrade. If there are no system limitations, a technical support representative then contacts a representative of your facility to coordinate shipping the upgrade media and documentation and to schedule the date of the upgrade.

How can I make it easier?

The best way to make the upgrade process easier is to keep the hardware in your facility up-to-date.

We suggest that you pay particular attention to our recommended memory requirements, and that you plan on gradually replacing workstations and the server over time.

This replacement process will allow you to take advantage of the evolution in technology and the increasing capabilities of Harvest LIS.

Recommended Hardware Replacement Cycle

Every 3 years...

- Replace workstations attached to diagnostic equipment



Every 4 years...

- Replace workstations used for host interfacing
- Replace faxing workstation
- Consider replacing the server



Every 5 years...

- Replace workstations used for order entry
- Replace the server if you did not do so in year four



Your Orchard Software account manager can assist you with software and hardware upgrades and can provide you with the most up-to-date hardware specifications.