

System Administration & Service-level Agreement Program



In today's economic environment, where healthcare institutions must judiciously utilize resources, and often both laboratory and IT staff are stretched thin, an outside helping hand can be a welcome service. Perhaps your internal LIS expert has retired and recruiting has not been successful at filling that role, or an LIS support role is no longer in the budget.

At Orchard Software, we offer a System Administration program that provides administrative expertise to help you keep your Orchard products running at maximum efficiency—even if you have a complex system or workflow that needs optimization.

Customizable System Administration Support Level to Fit Your Lab

Select the system administration support level that works best for your organization. Orchard's experts can ensure that your system is up to date and running smoothly, and that you are receiving its full benefit.

We offer several options to build the right support level for your lab (see back for details):

- System Check Agreement
- Service-level Agreement (SLA)
- System Administration
- Professional Services

Get the Most Out of Your LIS

Today's laboratory information systems are part of a complex, integrated healthcare IT structure, and it can be difficult to recruit qualified IT staff with a full understanding of LIS products and how those systems interact with instruments, EHRs, and other information systems.













Contact your Orchard Account Manager to find out how we can help you move your service and support to the level that works best for you, and help ensure that your LIS is supporting your lab's contribution to patient care.



***Call your Orchard Account Manager today to discover
how we can administer your LIS to maximize your lab value!***

Compare Levels to Find Your Match

Select the level of system administration support that works best for your organization.

Description of Service	System Check	SLA	System Admin*	Prof. Services
Coordinate and assist with daily, weekly, monthly, quarterly, and semi-annual maintenance tasks				
Automatic escalation of Technical Support calls to a Tier II or Tier III Technical Support Specialist				
Provide a personal care coordinator who conducts periodic check-ins				
Provide ongoing training for ordering, accessioning, resulting, and tracking lab data				
Assist in setup of auto-approval functionality to maximize laboratory productivity				
Create and test decision-based rules to optimize workflow				
Assist with data generation to support regulatory inspections				
Build new tests in LIS for EHR, reference laboratory, and analyzer interfaces				
Assist with database configuration				
Troubleshoot and provide support for requested laboratory jobs (e.g., instrument integration issues, reports, labels)				
Professional Service Hours <ul style="list-style-type: none"> o Custom report changes o Mapper script changes o HL7 guidance o SQL queries o Management reports o Workflow review 				

* Exact administration terms are customized for each customer.

Call us today to work with your Orchard Account Manager to discover how we can administer your LIS to maximize your lab value!