illumına®

Improve efficiency and protect every run with Illumina Proactive service

Take advantage of real-time remote monitoring and proactive support

With Illumina Proactive monitoring—our secure, complimentary, and simple real-time remote service—you can reduce unplanned instrument downtime in your lab, minimize run failures, prevent lost samples, and resolve issues faster if and when they arise.

Prevent lost time, labor, and precious samples

When a sequencing run fails, it costs your lab time, labor, sequencing reagents, and precious sample. By leveraging only instrument diagnostic information, Illumina Proactive monitoring helps prevent this from happening. Our service and support team can remotely diagnose, troubleshoot, and fix issues right the first time—many times even before they occur. You'll also be able to schedule required component replacements at your convenience.

How it works

Detection	Engagement	Service	Result
Hardware concern is detected by Illumina Proactive	Illumina service and support team coordinates maintenance plan with you	Instrument is repaired and returned to service	Project is back online with little to zero sample loss

Visible information				Not visible information
✓ Optical System	✓ Thermal System		✗ Sequencing Sample data
✓ Mechanical System	✓ Fluidics System		✗ Patient Health Information

Lab management made simple

Connect your instruments and maximize visibility into the lab with MyIllumina—your free, personalized customer dashboard. View real-time updates on run progress and get a snapshot of instrument utilization. You can also see instrument availability, maintenance history, product orders, support inquiries, and more—all in one place. Register for a free account at my.illumina.com.

Connecting is easy and secure

• It takes 60 seconds or less to opt in using the instrument control software
• Simply check "Send Instrument Performance Data to Illumina" prior to starting a run
• Enjoy the peace of mind, run after run, with improved efficiencies and free remote monitoring and support
• Illumina Proactive only leverages instrument diagnostic information. No genomic data, Personal Health (PHI), or Personal Identifying Information (PII) is collected as part of this service.

Ensure your sequencing system is connected to Illumina Proactive on your instrument control software
Reach out to your local FAS/FSE or email techsupport@illumina.com