

# Remote Server Management Solution

## A Complete LIMS Server Management Solution

Growing businesses may not have the dedicated IT resources to manage and maintain their data management servers or have the need for a full-time IT database administrator. That is why ATL offers the LIMS Server Management Solution. This service ensures that all of our clients have all the resources that are necessary for LIMS success.

ATL's qualified staff is comprised of diverse individuals with expertise in many different areas that range from software development to network and database administration. This allows us to provide our clients with many professional excellences, such as:

- Commitment to quality, ATL has been ISO 9001:2000 certified since April 2001.
- Expertise and support from a Microsoft Certified Partner that's been certified since 1995.
- Extensive experience in managing servers and in-depth knowledge of Windows Operating Systems.
- Vast knowledge and understanding of LIMS and data management technology, that includes software applications, hardware specification, network issues, database platforms and structure, and information security.
- In depth knowledge of the laboratory practices, including instrumentation, techniques, processes and methods for a complete understanding of your laboratory.
- Over a decade of experience with an impressive track record of assisting customers in managing and maintaining their LIMS and laboratory automation solutions.

### Scope of Services

The LIMS Server Management program is not meant to replace the LIMS administrator; the service provides in-depth, supplemental LIMS server assistance. This remote service will compliment the LIMS administrator and assure that critical tasks are accomplished. Each client will receive a monthly "check-up" report on the status of their server and any actions performed on the server, such as service pack applications of the operating system, database and LIMS.

### Requirements

- Firewall (for establishment of Virtual Private Network (VPN)).
- ATL approved Server.
- Broadband Internet Connection.
  - » Digital Subscriber Line (DSL), Cable Modem, or other broadband connection.
  - » No dial up connections will be supported.
- Administrator permissions on the Server.
- Assignment of internal private IP address range by ATL.

### Maintenance

Regular maintenance is included in the Remote Access Package – ATL engineers will monitor your system weekly to ensure your Data Management Success.

### ATL will monitor the server for:

- Key performance characteristics.
- Backup software issues and make sure it is running (once a month) – It is the responsibility of the laboratory to replace backup tapes daily and to verify each tape's accuracy or any other back-up systems that are in use.
- Any LIMS database issues (any hardware issues will be supported by hardware vendor).
- Application of Required Service Packs (Operating System, Database and LIMS service packs).

### Annual Maintenance Cost for LIMS Server Management Total Care

Please contact an ATL representative at 1-800-565-LIMS (5467) and request a quote.

For more information about ATL's Remote Server Management Solution, please contact an ATL sales representative at 1-800-565-LIMS (5467) or e-mail us at [info@atlab.com](mailto:info@atlab.com) or visit [www.atlab.com](http://www.atlab.com).

