

Here for every step of your NGS journey

Service and support for Oncomine™ Solutions users

Thermo Fisher Scientific customers benefit from excellent service and support that helps enable them to achieve success in their journey with next-generation sequencing.*

Customer concierge services

We streamline and simplify the process with one point of contact who organizes and coordinates everything to help ensure your laboratory is set up for success.**

- Site readiness check
- Delivery
- Installation scheduling
- Training scheduling



Comprehensive instrument service and support

Our ISO-certified field engineers are available to assist you on-site and remotely.

- Service plans with guaranteed response times
- Qualification services
- Proactive instrument maintenance
- Remote support via secure, real-time audio/video tools and the Instrument Connect mobile app



Oncology application consultants

Dedicated professional consultancy for the full workflow, from extraction to report—truly personalized to your lab.

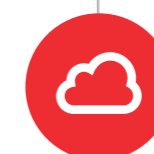
- Applicant trainings
- Troubleshooting
- Quality control support



Analytical validation consultation

We facilitate your RUO workflow implementation so you can start up to 62% faster† and control cost.

- Project management consultation by an AV specialist
- Dedicated on-site application scientist
- Workflow training, guidance, and optimization
- Technical review consultation for data analysis



Bioinformatics experts

Our specialists will set up, support, and train you in the provided bioinformatics solutions.

- Customized bioinformatics setup and maintenance
- Data backup services
- Software upgrades
- Training

* Some options mentioned here are paid services. See oncomine.com/support for more information.

** Consulting services offer guidance to help enable analytical validation for research efforts only.

† Based on internal data.

Learn more at oncomine.com/support