Orchard® Software

Harvest the Power of Laboratory Information

ORCHARD
Software

Orchard Software is a leader in the laboratory information system industry and offers a variety of laboratory system solutions, including a SaaS model. Our solutions seamlessly aggregate patient data across the continuum of care to drive operational efficiencies and scalable integrations, ensure regulatory compliance, and facilitate improved ROI while significantly enhancing testing capabilities and the quality of patient care.

With decades of LIS experience, the scalability and flexibility of Orchard's systems facilitates an advanced level of configurability that enables Orchard to support a diverse client base. Orchard serves more than 2,000 laboratories across the country, helping them improve efficiency, reduce errors, and enhance integration. Orchard's products are installed in physician groups and clinics, hospitals, independent reference labs, student health centers, veterinary labs, public health organizations, universities, retail facilities, and more.

To simplify laboratory workflow and expertly address regulatory and integration issues, Orchard's award-winning laboratory information systems utilize:
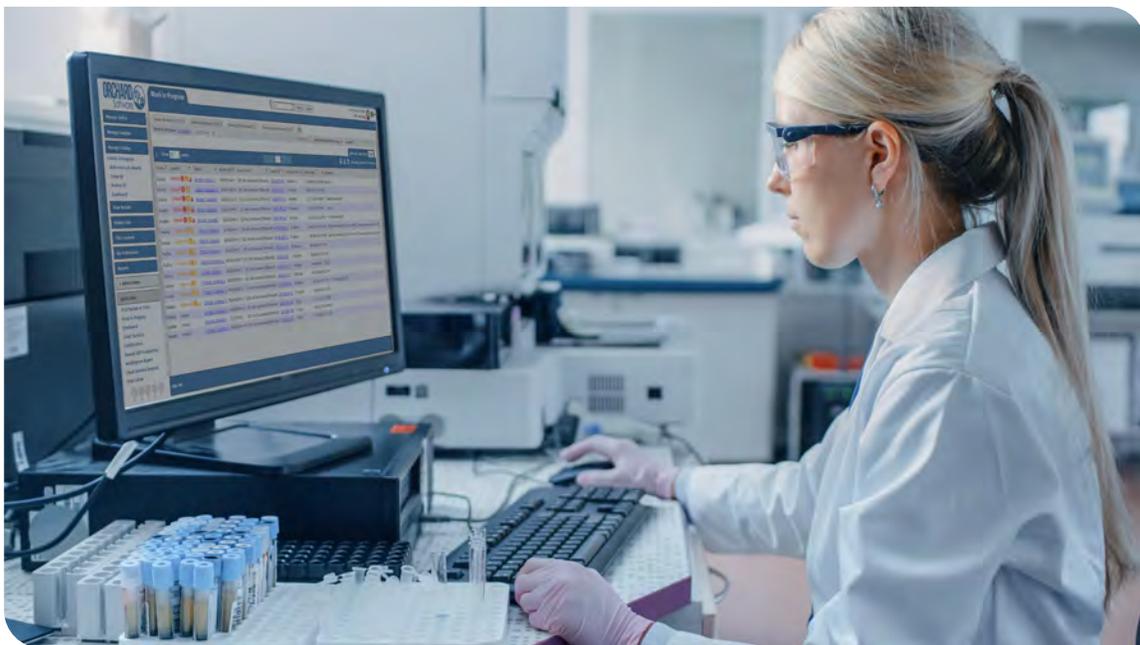
- Superior process automation
- Robust interface and integration tools
- Advanced rules-based technology

"I have been a lab manager for more than 20 years and have worked with many vendors. Without a doubt, Orchard provides the best customer service! The entire implementation team responds to requests in a timely manner. We are so impressed with the exceptional customer service, quality of the product, and the effectiveness of the Orchard team in helping us execute this huge project. It is a pleasure working with Orchard!"

~ Laboratory Manager

Decision-support for the Complete Testing Process

In an evolving healthcare environment, Orchard's sophisticated, configurable rules and audit tools:

- Improve workflow efficiency and error-proofing by aiding in decision-making throughout the total testing process
- Help ensure consistent execution of procedures to increase laboratory productivity
- Automate proper billing, ensuring the best reimbursement

Advanced Data Analytic Tools

Orchard's products store data in a structured format to support advanced data analytics. Inherent data mining tools allow the creation of ad hoc reports using any data within the system, allowing you to create custom reports that align to your laboratory needs and schedule.

Real-time View of Laboratory Status

Orchard's LIS products allow you to monitor the status of the testing process in real time via visual displays, keeping you current on testing statuses, STATs, and turnaround times.

Cloud-based LIS Option Available

Orchard Cloud Services leverage modern tools to streamline installations, maintenance, and upgrades and keep your system running as efficiently as possible. All of Orchard's laboratory information system solutions may be deployed in an Orchard Cloud Services environment.

KEY BENEFITS OF ORCHARD CLOUD SERVICES

🔒	Lower Risk of Security Breaches
☁	Increase Availability of Systems and Data
💲	Decrease Internal IT Overhead Costs & Level Spending
⚙	Automate Maintenance & Upkeep Processes

Decorated Product Suite Empowers Laboratories

To simplify laboratory workflow and expertly address regulatory and integration issues, Orchard's award-winning laboratory information systems utilize:

- Superior process automation
- Robust interface and integration tools
- Advanced rules-based technology

HARVEST

- Increase efficiency with lab-wide integration
- Streamline workflow with decision-support rules
- Increase security and reliability with SaaS
- Boost compliance with advanced data mining tools and analytics

OUTREACH

- Boost productivity with integrated lab locations
- Speed result delivery with client EHR integration
- Improve customer satisfaction with web access
- Save time and ongoing costs by building your own EHR interfaces

PATHOLOGY

- Consolidate reporting with an all-inclusive system
- Drive patient safety with bar coding options
- Boost efficiency with synoptic reporting support
- Allow remote access with Orchard® Web AP

POINT-OF-CARE

- Speed patient result delivery with integrated POCT results
- Ease POCT oversight for POC coordinators
- Manage POCT activities with our real time dashboard view
- Track training and certification dates for testing personnel

ENTERPRISE LAB

- Grow your laboratory business with a web-based enterprise-class LIS
- Increase efficiency with lab-wide integration
- Support laboratory stewardship and population health management
- Improve efficiency with configurable workflow management

Steadfast Focus on Customers

Throughout years of LIS innovation, Orchard's strategic direction has been driven by our customers, our prospective customers, and the future needs we foresee within the healthcare marketplace. Our products constantly evolve, directed by customer input and feedback. We look to the future in anticipation, developing our software to support the current trends shaping the diagnostic industry and its role in improving patient care.

Superior Support

- One-on-one technical assistance from our highly proficient support team, located in Carmel, Indiana, is available, 24/7/365.

- Several levels of support are available, allowing users to select the best-suited option.

- System Administration training is available to help keep your products running at maximum efficiency.

- Software upgrades are included with all of our support options.

Comprehensive Training Resources

- In-person training classes are available for every level throughout the year at our headquarters in Carmel, Indiana.

- Interactive eLearning and virtual training options are offered to allow you to select the topics and training scenarios that are most relevant for end users.

- Orchard Resource Central (ORC), available to clients at orc.orchardsoft.com, is a robust knowledge base containing the latest product, company, and customized features tailored to your account.

- Bi-annual product update webinars are presented to keep users up-to-date on the newest features and functionality.

- Orchard hosts a periodic user group and symposium for current and prospective users that affords an opportunity to meet key Orchard employees, plus network and share ideas with other users.
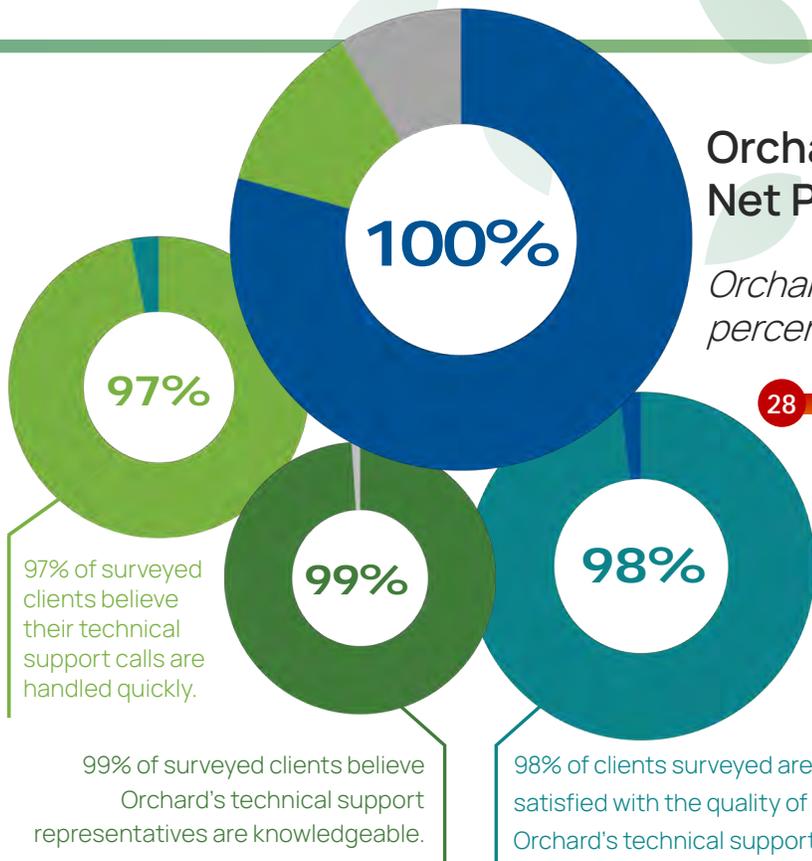
> "Orchard has really wonderful people to work with. They are professional and responsive. The management staff is end-user driven, and this filters down through the ranks. Orchard has maintained their high-quality service even as they have grown, and that is because they care."
>
> ~ Laboratory Manager

Orchard Software Net Promoter Score (NPS)

Orchard Software scores in the 100th percentile of the Software Industry NPS.

100%

97%

97% of surveyed clients believe their technical support calls are handled quickly.

99%

99% of surveyed clients believe Orchard's technical support representatives are knowledgeable.

98%

98% of clients surveyed are satisfied with the quality of Orchard's technical support.

28 — 41 — 55 — 71

The Software Industry NPS benchmarks range from a low of 28 to a high of 55, with the average software vendor ranking around 40. Orchard Software maintains a Net Promoter Score of 71. This score is comprised of:

- 79.3 % Promoters (score 9-10) are loyal enthusiasts
- 12 % Passives (score 7-8) are satisfied but unenthusiastic customers
- 8.7% Detractors (score 0-6)

Collaborative Installations

The foundation for long-term customer satisfaction begins with a smooth implementation process. Orchard realizes the uniqueness of each laboratory; therefore, installations are tailored, not "vanilla." As such, the installation process is configured to fit your needs, while still following a five-step implementation methodology as a guideline.

Systems & Device Integration Expertise

Our team of expert interface specialists makes Orchard the clear choice for state of the art integrated, interoperable laboratory information systems. Orchard has implemented thousands of unique host interfaces with hundreds of vendors, including analyzer, host system, EHR, HIS, billing, HIE, and reference laboratory interfaces.

We're eager to partner with you on your ongoing mission to elevate patient care.

Give us a call today to find out how Orchard's solutions and services can increase the value to your patient community.

A "Must Read" for Healthcare Leaders

As a laboratory industry thought leader, Orchard offers a white paper series featuring the latest industry-related topics to keep our readers up to date.

Download our informative white papers at **www.orchardsoft.com/whitepapers.**

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