Orchard Software

Technical Support Options Overview

ORCHARD
Software

Technical Support Overview

At Orchard, we understand how important it is to have your Laboratory Information System functioning at its maximum capacity, and we realize that every lab is unique in its support requirements. To address this, we offer three levels of standard support that include system upgrades so that you can choose the level that meets your needs and budget. In addition,

for those that would like further guidance and support, we have customizable system administration options available. With all of these options available, you can expertly maintain your system and focus on your lab's contribution to patient care.

Support Response Times

Orchard utilizes a support ticket system to log issues as they arise. Technical Support Specialists return customer calls within the callback times defined in their Service-level Agreement (SLA). During business hours, approximately 98% of all opened tickets are responded to within two hours. During off hours, approximately 98% are responded to within four hours.

One-on-one technical assistance from our highly proficient support team is available whenever you need guidance. Also, with any of our support options, software upgrades are included and available as they are released for installation at your convenience.

Why Orchard Customer Support Stands Out

98%
of customers rate quality of Technical Support service as satisfactory

97%
of customers believe Technical Support calls are handled quickly

99%
of customers believe that Orchard Technical Support technicians are knowledgeable

98%
of customers believe that Orchard Technical Support technicians are courteous when working with them

Standard Support Options

To keep your system operating at its best, we offer several standard support levels and options. One-on-one technical assistance from our highly proficient support team is available whenever you need guidance.

Choose Your Support Level

There are three support levels available: Silver, Gold, and Platinum. With each support level, all software upgrades are included, and Orchard's technical support is available via phone, online, or email 24/7/365. The Technical Support Center is fully staffed Monday through Friday, from 7am to 7pm Eastern Time, with the exception of holidays. During weekends, evenings, and holidays, a limited staff is available for frontline support to address critical support issues.

Service Description	Silver Level Support	Gold Level Support	Platinum Level Support
Global support 24/7	●	●	●
Satisfaction survey with ticket close	●	●	●
Access to Orchard Resource Central	●	●	●
Basic upgrade project package	●	●	
Faster initial response time		●	●
Remote client training			●
Premium upgrade project package			●
Monthly reports of tickets created			●
32 hours of remote professional services			●
Response From Tier II or higher			●

Need help with that LIS project you haven't found time to do?

Time is precious, and like many laboratories, you have an LIS project "wish list" that, in a perfect world, you would have already completed. Let our expert service team help you get those projects completed and ensure your system is doing all that it can to make your jobs easier and your contributions more effective.

Orchard Special Project Packages

Each Orchard support level includes support for projects, such as software upgrades. However, the depth of Orchard involvement depends on the level you choose.
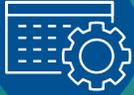
Orchard's **Basic Upgrade Project Package** is included with Silver and Gold support. Projects are scheduled with Orchard's support team and a simple project plan is provided and followed. Project start and completion are communicated via email.

Orchard's **Premium Upgrade Project Package** is included with Platinum support, but can be purchased with other support levels, if desired. A premium project includes a more detailed project plan, ongoing communication, and assignment of a dedicated Technical Support Specialist.

PREMIUM UPGRADE PROJECT PACKAGE FEATURES

System upgrades or specialized projects are conducted on a test system for validation.

Upgrades and projects are scheduled by a Support Project Coordinator for convenience.

A detailed project plan is provided with specialized projects.

System upgrades include post-upgrade follow-up by a dedicated project technician.

Email notification is included at project start and every hour until completion.

With a Premium Upgrade Project package, scheduled upgrades are assigned to a Support Project Coordinator to ensure the process runs smoothly. For other projects, our expert service team will share a detailed project plan and will communicate throughout the project via ongoing emails to keep you informed of the status. After a project is finished, a technician follows up with you the next business day to ensure that we've addressed all concerns to your satisfaction.

Orchard Software Advanced Support Options

Orchard believes in superior customer support and understands that each laboratory is unique. To address each customer's specific support requirements, we offer several support levels and options so that every customer can select the level that meets their business needs and budget. In addition to our standard Silver, Gold, and Platinum support agreements, Orchard offers multiple System Administration agreements where Orchard experts take your support to the next level!

Personalized Customer Experience

With an Orchard System Administration package, you select the depth of support that your organization desires. Each agreement includes assistance by a personal System Administrator Analyst (SAA) who provides expert guidance to optimize and maintain your system. Your SAA will ensure ongoing, regular communication and connect you to any Orchard resources that your organization needs.

"We gained an extra set of eyes on our LIS and interfaces. We value the personalization from Orchard and the fact that there is one person we can always call when we need help who knows us and will work with our schedule."

Amy Elliott, MLS(ASCP)CM
Lead Technologist
Hiawatha Community Hospital

Gain a System Administrator Analyst Who Knows Your System

Having a dedicated SAA is one of the greatest benefits of a personalized System Administration agreement. Your SAA will:

- Provide a weekly status report
- Attend weekly calls to discuss open items and ensure progress
- Monitor build and hotfix releases
- Track professional service time
- Ensure follow-up on unresolved items handled after hours
- Identify optimization opportunities
- Work with customer system administrator on change control
- Escalate items to other teams as needed
    - Integration
    - Professional Services
    - Development
    - Solutions & Quality Team
    - Field Implementation
    - Sales

> "It is nice to have proactive maintenance with my personal care manager to support me, to bounce ideas off of, and to help us build our LIS in a more efficient way, rather than just calling when we have a problem. We use it more than we ever thought we would."
>
> **Amy Elliott, MLS(ASCP)CM**
> Lead Technologist
> Hiawatha Community Hospital

Set your mind at ease with Advanced Support from Orchard, where our System Analysts can ensure that your system runs efficiently and smoothly, allowing you to focus on elevating patient care.

Communication & Optimization

Provide weekly report of all open items and follow up on deliverables

Hosts weekly calls to review & prioritize open items

Provide consultation, planning and/or execution of system updates & upgrades

Helps identify system optimization opportunities

Call Support

Assists with incoming support requests during business hours

Technical Support is available 24/7/365 for critical issues after hours, weekends, & holidays

Hours of operation for System Administration Team Analysts are 8am-6pm ET, Mon-Fri, excluding Orchard holidays

Troubleshooting

Instrument integration issues

Reporting & Browsers

Labels & Label Printing

Printing, Faxing, Email (patient reports, manifests, requisitions)

Workflow (status change, rules, insurance routing, formulas, auto approval, etc.)

Follow up on items handled after hours until resolution

Database Configuration

- Order Choices
- Lab Tests
- Status and workflows
- Notifications
- Browsers and reports
- Locations
- Personnel
- Email
- Faxing
- Rules
- Auto Approval

Multiple Options Available Including System Maintenance Checks

An optional component of a System Administration agreement is ongoing system maintenance checks, where your SAA performs daily, weekly, monthly, quarterly, and semi-annual system checks.

The Analyst communicates the findings and reviews any necessary resolution options with you.

Below are examples of the options available for the System Monitoring Checklist, but you can help determine which items are required on your personal list.

Orchard Harvest On-Prem System Check

Client Information

Client Name:	
Client ID:	
System Administration Analyst:	

Orchard Product

Product Name:	

Daily Maintenance Task [Date Here]

- Check the Outbound HL7 tab for failed or long pending records
- Check the Inbound HL7 tab for failed or long pending reco...
- Check that the Result Delivery tabs are clearing as applica...
- Check for failed faxes and that the Fax Queue is being clea...
- Check for failed emails and that the Email Queue is being...
- Check the Patient Match Queue and report findings. Can a... patients or deleting from the queue.
- Check the Reference Lab Match Queue. Can assist the clie... clearing from the Reference Lab Match Queue.
- Review the Event Log and determine if further action is ne...
- Review the Error Log and determine if further action is ne...
- Perform a backup check.
- Review the Quality Control Log and report findings. Can a... action is needed.

Weekly Maintenance Task [input current date]

- Check for schedule conflicts or scheduled events that are...
- Check that any new insurances have an insurance type an...
- Check for overdue/obsolete orders and resolve — RSO.
- Check for overdue/obsolete orders and resolve — WIP.

Hosted System Check

Client Information

Client Name:	
Client ID:	
System Administration Analyst:	

Orchard Product

Product Name:	

System Check Results	
Daily Maintenance Task [Date Here]	**Findings**
Review Inbound Queue for failed or long pending records	
Review Outbound Queue for failed or long pending records	
Check failed non-HL7 results delivery	
Review Fix Orders Queue	
Review Fix ADT Queue	
Review Match Results Queue	
Review non-validated insurances	
Check for un-synced records (if applicable)	
Review potential duplicate patients	
Monitor that the ODEs are online and connected	
Weekly Maintenance Task [input current date]	**Findings**
Check for schedule conflicts or scheduled events that are behind schedule	
Check for overdue/obsolete orders	
Monthly Maintenance Task [input current date]	**Findings**
*Check that instrument logging is turned off if not needed	
Semi-Annual Maintenance Task [input current date]	**Findings**
Restore a copy of the off server (secondary backup) into a test system	

System Administration Support for Full System Oversight

For laboratories that can benefit from primary system administration assistance that includes execution and support for workflows, testing, troubleshooting, reporting, and configuration; Orchard offers a System Administration Support Program. This support level provides full System Administration oversight and assistance.

Technical Administration Option for IT-savvy Labs

For laboratories who have staff that are comfortable with primary system administration but desire consultation and support for more advanced areas of the system, Orchard offers a Technical Oversight Program. This support level provides help when and where you need it most and is an economical option for laboratories who do not need full System Administration oversight.

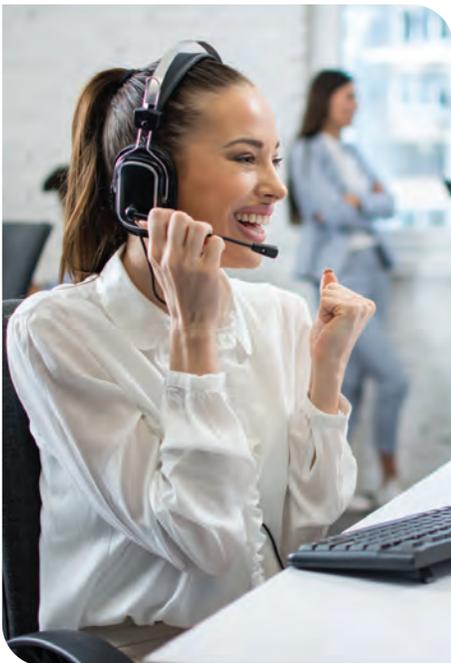## Comparison of System Administration vs. Technical Administration

	System Administration	Technical Administration
Perform daily maintenance system checks	✓	
Provide level I support for basic customer troubleshooting	✓	
Assist and train staff (e.g., ordering, accessioning, resulting, tracking laboratory data)	✓	
Assist with basic database configuration changes (e.g., build new order choices; add providers, label printers, and/or rules)	✓	
Consult, build, and map new order choice/lab tests for host and reference lab interfaces	✓	
Conduct weekly calls to prioritize & review open items report	✓	✓
Facilitate client initiatives, updates, features, and maintenance	✓	✓
Provide level II support and engage level III when required	✓	✓
Provide consultation for ordering, accessioning, resulting, and tracking laboratory data	✓	✓
Provide consultation for basic database configuration changes (e.g., build new order choices; add providers, label printers, and/or rules)	✓	✓
Provide consultation on new order choice/lab tests for host and reference lab interfaces	✓	✓
Assist with testing new instruments and HL7 integrations	✓	✓
Provide System Administration Analyst	✓	✓

Professional Services and Advanced Service Level Agreements Ensure You're Never on Your Own

Orchard offers professional service hours that can be utilized to round out your support and ensure you have the expertise and assistance for all of your laboratory's needs. Orchard's subject matter experts and specially trained support analysts can assist with tasks such as database refinement, optimization, custom report templates, interface modification, and other special projects.

For additional assurances, and to keep your LIS running smoothly and efficiently, select an Orchard Service Level Agreement (SLA) for committed response times based on the severity of support required.

Our expert support team is well-prepared to provide assistance within a timely manner to allow your lab to perform at its best. Our pledge is to exceed industry standards for support and distinguish our service level with excellent response times.

Import of Diagnosis Codes

HL7 Interface Script Changes

Custom Reports (SSRS)

Special Configuration Projects

Custom Queries

Interface Adjustments

Layout Templates

Get Top ROI from Your LIS Partnership with Orchard's Commitment to Your Organization
You've already chosen the best laboratory software solutions for your organization. Capitalize on your investment by exploring the various service and support options that Orchard has to offer. We can help you choose the level that works best for you and help ensure that your LIS is fully supporting your lab's contribution to patient care.

To learn more about Orchard's committment to customer support, call us today at (800) 856-1948!

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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