

STACS products come with unmatched service to ensure team success in product use and performance

STACS Services set you up for success. When implementing STACS Casework and STACS Database, our scientific and technical experts work with your lab staff, employing a proven engagement model, to deliver STACS software that maximizes the effectiveness of your lab.

What are the keys to our service success?

- Highly configurable solutions that work the way you want them to.
- Customization to specific needs.
- On-time/on-budget implementations.
- Knowledgeable IT experts on the latest technology and IT issues.
- Scientific experts on the latest laboratory technology and industry issues.
- Products built to meet your evolving needs.
- Specialized in integrating systems and instrumentation.
- Training provided in person, through webinars with refresher sessions, and in online resources.
- Multi-channel support 24/7—we're here for you.

Services Provided with STACS Products

Knowledge Transfer:

- Demonstrate the STACS application in detail
- Perform a gap analysis of current operations and functionality made possible with STACS
- Identify and recommend alternatives to meet goals, schedule and budget
- Determine if/where customizations are needed

Customization:

- Hold Joint Application Design (JAD) sessions to specify the desired functionality
- Create requirements specification
- Hold reviews on development progress and provide input
- Create a testing plan and test all aspects of software



Project Management:

- Develop a work plan that drives the project schedule
- Provide a complete set of documents from change management to security analysis

Setup & Configuration:

- Configure the lab processing workflows based on your SOPs
- Configure consumables and instruments
- Set up the instrument maintenance schedule and events
- Configure batch layouts and scenarios
- Configure conclusions and agency reports
- If required, migrate data from legacy system

Installation & User Testing:

- Install/configure turnkey system on client's server(s) and workstations
- Configure network directories
- Setup barcode printers and scanners
- Setup instrument file locations
- Setup roles and users
- STACS Field Application Specialist works onsite with lab staff to fully test and ensure delivered system meets specifications

Training:

- Three to five days of onsite laboratory personnel training
- Perform test cases using current workflows
- Train IT department on STACS installation for future upgrades
- Client participants are asked to provide evaluations of the training
- On-demand online webinars also allow users to learn on their own schedule

Support & Maintenance:

- Provide user support via telephone calls, emails and support portal
- Provide refresher training via live webinars, including new functionality made available to users
- Provide all product enhancements developed for the STACS user community free of charge
- Provide online resources and user guide, which includes any customizations

Contact us to learn more:
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