

Track-Kit products come with unmatched service to ensure team success in product use and performance

InVita's Track-Kit™ services have received a Grade A rating by the State of Texas, among many others.

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 Track-Kit Products

Our services ensure that your Track-Kit system has a smooth rollout and is production-ready for reliable use moving forward. We've rolled-out systems to tens of thousands of users and have refined the implementation, training and technical support processes jurisdiction-wide, so your team can focus on what's important.

Knowledge Transfer:

- Demo the application to each user group
- Perform gap analysis between current operations and possible functionality
- Identify and recommend alternatives to meet project goals, schedule, budget
- Determine if/where customizations are needed

Continues



Customization:

- Hold one or more Joint Application Design (JAD) sessions to discuss details
- Create requirements specifications
- Hold review points to see development progress and provide input
- Create testing plan and test all aspects of software to be delivered

Project Management:

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

Setup, Hosting & Configuration:

- Set up in the cloud
- Optimize security, availability, scalability
- Configure system for all organizations that will be using it
- If required, migrate previous kits to track from outset
- Work with end users to fully test and ensure all components meets specifications

Training:

- Multiple training sessions on a rolling schedule for each type of end user, allowing each user multiple opportunities to participate
- In person training at the policy center
- On-demand online webinars allow users to learn on their own schedule

Support & Maintenance:

- Multi-channel support via chat, telephone, emails, support portal
- Provide online resources and user guide, which includes any customizations

Contact us to learn more:
products@invitahealth.com

