

# Realising the benefits of Proactive Connectivity

Reliable instrument performance is crucial for efficient lab operation. Connecting Illumina instruments to Proactive enables maximum instrument uptime and helps to prevent loss of resources.



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**Illumina Proactive** is a secure remote instrument monitoring service in which instrument performance data are sent to Illumina to enable proactive maintenance.

**Dr. Christopher Nouné** is the National Next Generation Sequencing Manager from the Australian Genome Research Facility (AGRF), based in Melbourne. AGRF is a not-for-profit organisation, committed to quality and innovation. AGRF actively seeks to partner and share its knowledge and expertise in genomics. Through its national network, AGRF provides access to innovative and leading technologies, enabling genomics in the biomedical, agricultural and environmental sectors. We recently talked to Dr. Nouné on how Illumina Proactive monitoring instrument health status enables optimal instrument usage with maximum throughput. This improves operational efficiency and allows researchers to make profound impacts with reliable data generation.

**Q: What are the essential factors that drive the success in your facility?**

**Chris Nouné (CN):** What drives success for AGRF is helping our clients by delivering genomic information and insights that researchers and clinicians can use to make profound impacts and be world leaders in their fields. Our expertise in instrument performance and maintenance, and the high quality library preparation workflows we complete are critical to having high performing instruments which over-deliver on outputs and quality. This is integral to AGRF's success as it means our clients receive high quality Illumina data with quick turnaround. It is through our expertise in obtaining maximum instrument performance and keeping abreast of new technology that we have grown and become the largest genomics service provider in Australia.

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**Q: How does instrument performance contribute to the success of your facility/Project?**

**CN:** Having reliable and stable instruments is imperative for a facility like AGRF as our clients rely on dependable data generation. Our instrumentation downtime is low which means we are able to deliver projects for our clients on time and with the highest quality data. Our instrument performance typically exceeds Illumina specifications and this is a testament to our expert staff and how we maintain our instruments and engineering support.

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**Q: How does connecting your sequencing instrument to Proactive help to achieve the goal?**

**CN:** Proactive allows Illumina to monitor our instrument health and provide key metrics to Illumina technical support in real time. This is important as it means Illumina are able to deploy application or engineering support as soon as possible to reduce downtime. It is also beneficial for us as it allows us to schedule maintenance as soon as possible to reduce downtime with minimal impact to our client and enable us to continue to generate the highest quality data on our systems.

"Proactive allows Illumina to monitor our instrument health and provide key metrics to Illumina technical support in real time."

**Q: If you have experienced an instrument issue, has Proactive reduced the resolution time?**

**CN:** Proactive has been very beneficial for us in the past especially with our MiSeq™ instruments. We've had a previous instance where one of our MiSeqs issued a temperature alert to Illumina and it was discovered that the Thermoelectric Cooler (TEC) module needed replacing. The part was ordered quickly and the instrument was repaired in under 48 hours and meant our instrument was ready for sequencing again with no impact to clients and minimal disruption to the lab.

## Learn more

Illumina Proactive Instrument Performance Service

[sapac.illumina.com/services/instrument-services-training/product-support-services/instrument-monitoring.html](https://sapac.illumina.com/services/instrument-services-training/product-support-services/instrument-monitoring.html)

Discover the Benefits of Illumina Proactive [youtu.be/1pGxfdBkwP4](https://youtu.be/1pGxfdBkwP4)



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