

Table 2: Illumina Professional Care Services Point Packs

Point Pack	Points	Savings ^a	Which point pack is right for me? (Example Scenarios)
Select	30	20%	Designed for budget-sensitive basic research customers (eg, microbiologists, virologists) who require minimal assistance in workflow and data analysis. Most suitable for customers may own a MiniSeq System or MiSeq Series System.
Elite	50	26%	Designed for budget-sensitive translational and clinical research customers (eg, oncologists, neurologists) who require more extensive assistance in library preparation, data analysis, qualification, and other on-going needs. Customers may own a NextSeq Series or HiSeq Series System.
Premium	80	34%	Designed for translational and clinical research customers (eg, oncologists, pathologists) who require the full package of training, qualification, and consulting services. Customers may own a HiSeq Series, HiSeq X [®] Series, or NovaSeq Series System.
Plus Add-On Option	10	12%	Designed for customers working with BaseSpace Sequence Hub who have consumed their initial bioinformatics service bundle, or for customers who would like to supplement their point packs.

a. Savings per point for Bioinformatics Professional Services, compared to a la carte hourly rate.

Scientists can harness the domain expertise of Illumina professionals to guide them through data analysis and turn seemingly daunting challenges into routine tasks.

Tailored to Customer Needs, For All Experience Levels

For the NGS novice, trainings such as “Bioinformatics Introduction for Biologists” or “Introduction to BaseSpace Sequence Hub,” can accelerate the learning curve associated with experimental design, monitoring runs, storing data, and analyzing data. For experienced users, “RNA-Seq Analysis” or “Targeted DNA Resequencing Analysis” can provide the next level of data analysis skills. Illumina Professional Services also includes ad hoc consultations, such as helping scientists port existing pipelines into BaseSpace Sequence Hub, build custom pipelines, automate analysis, or helping scientists with growing genomics IT infrastructure needs.

Flexible Purchase Options

Illumina offers several avenues to easily access Bioinformatics Professional Services (Figure 2). These options include:

- Pay-as-you-go, a la carte option
- BaseSpace Sequence Hub yearly subscription
- Professional Care Services Points Packs

To help novice and experienced users with startup and ramp-up support, Illumina Professional Care Services Points can be redeemed for Bioinformatics Professional Services or for other Illumina Professional Care Services. These other services include Illumina Proof-of-Concept Services, Concierge Services for custom assay design, library preparation trainings, and instrument qualification (IQ/OQ/PQ) services. Using points for Bioinformatics Professional Services can provide up to 34% savings compared to the traditional a la carte hourly rate.

Summary

Illumina is committed to ensuring customers get the most out of their systems, whether at the initial installation stage or final data analysis

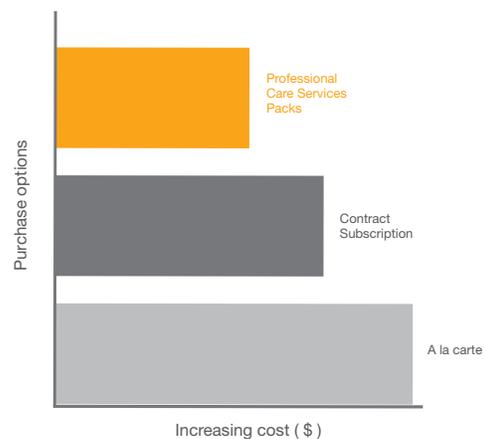


Figure 2: Flexible Purchase Options—Illumina offers several avenues for accessing Bioinformatics Professional Services.

stage of the NGS workflow. With Illumina Bioinformatics Professional Services, scientists can harness Illumina expertise to accomplish their research goals faster than ever.

Learn More

To learn more about Illumina Bioinformatics Professional Services, Illumina Professional Care Services, or Illumina Genomics IT Consulting, visit www.illumina.com/services/instrument-services-training/consulting.html.