



# Driving Precision Oncology with Proactive Monitoring

Dr. Zi Yi Wan explains how Illumina Proactive empowers Lucence Diagnostics to maintain high-quality sequencing runs and meet tight turnaround times for cancer detection.

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

**Dr. Zi Yi Wan** is the Director, Research & Automation - NGS Assays from Lucence Diagnostics, based in Singapore. Lucence Diagnostics is a precision oncology company specialising in genomic tests for cancer treatment and early detection founded in 2016. We recently spoke with Dr. Wan about how Illumina Proactive's real-time monitoring of instrument health enables optimal usage and maximum throughput. This capability enhances operational efficiency and ensures the delivery of reliable, high-quality data.

## Q. What are the essential factors that drive success in your facility/Project?

A. In Lucence, the most critical factor is turn-around time. We operate on very tight sample-to-result time, so having minimal machine downtime is critical for our success.

## Q. How does instrument performance contribute to the success of your facility/Project?

A. Having reliable runs is important to Lucence because this allows us to generate the necessary data for test reporting on time. Additionally, the quality of the data is important as it allows our reporting team to make accurate calls that will impact downstream insight reports.

## Q. How does connecting your sequencing instrument to Proactive help to achieve the goal?

A. Proactive enables the Singapore Illumina service team to actively monitor our run metrics in real-time. Proactive allows the Illumina service team to remotely observe

and analyze the performance trends of our machines. Occasionally, Illumina service team will communicate potential issues with us based on our Proactive readouts. This allows us to preemptively take action before downtime occurs.

## Q. Has Proactive reduced the resolution time if you have experienced an instrument issue?

A. Every instrument is slightly different. However, having live performance data from the system deliver to the Illumina support team significantly aids in devising solutions to minimize machine downtime.

## 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/1pGxdfBkwP4](https://youtu.be/1pGxdfBkwP4)