



Thermo Fisher
SCIENTIFIC



Rapid DNA professional services

Accelerate success with Rapid DNA program development

Imagine obtaining actionable DNA results in under two hours to quickly include potential suspects, link arrested individuals to crime scene evidence, prevent wrongful arrests, or identify the missing. The compact and user-friendly Applied Biosystems™ RapidHIT™ ID System can produce DNA profiles for a range of forensic applications in just 90 minutes, without requiring technical expertise.

Partners in forensics—from investigators and police officers to DNA analysts, medical examiners, and criminal justice attorneys—can benefit from Rapid DNA across many applications. Our laboratory implementation and enablement services help you quickly adopt Rapid DNA workflows across agency and forensic stakeholders. Dedicated project teams can support you as you go from planning through production.

applied biosystems

Rely on our consistent, effective approach

Since 2007, the Human Identification (HID) Professional Services (HPS) team has been a trusted partner for forensic laboratories and law enforcement agencies, providing a wide range of professional services including validations, enablement, training, and implementation support. Our global team of specialists uses a consultative approach, bringing outstanding experience, advanced methodologies, and a commitment to excellence. Our services are designed to enhance efficiency, deliver exceptional results, and help you achieve your objectives.

Rapid DNA enablement

Our Rapid DNA enablement services are designed to meet the needs of forensic laboratories and law enforcement agency partners. Dedicated specialists collaborate with you and other agency stakeholders to establish decentralized Rapid DNA testing for arrestee enrollment or investigative leads testing. These projects follow defined processes to confirm that complete workflows and connectivity are properly established.

Since 2020, our dedicated Rapid DNA enablement team has managed the development and implementation of many local, state, and federal Rapid DNA programs for HID customers. The following workflows and use cases highlight our team's capabilities to support customers with Rapid DNA testing.

Proven Rapid DNA enablement process



1. Project planning

Enablement specialists and project managers consult with you and review the scope and scale of your program.



2. Workflow design

Our services team performs a comprehensive workflow design, including deployment type, data transmission, and integration with any third-party products.



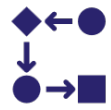
3. IT solutions architecture

For large, distributed programs, an IT integration engineer develops network diagrams and data flows with agency IT to document key elements of the program.



4. Vendor integration

Specialists coordinate with third-party professionals to confirm communication between our systems and other applications in the workflow.

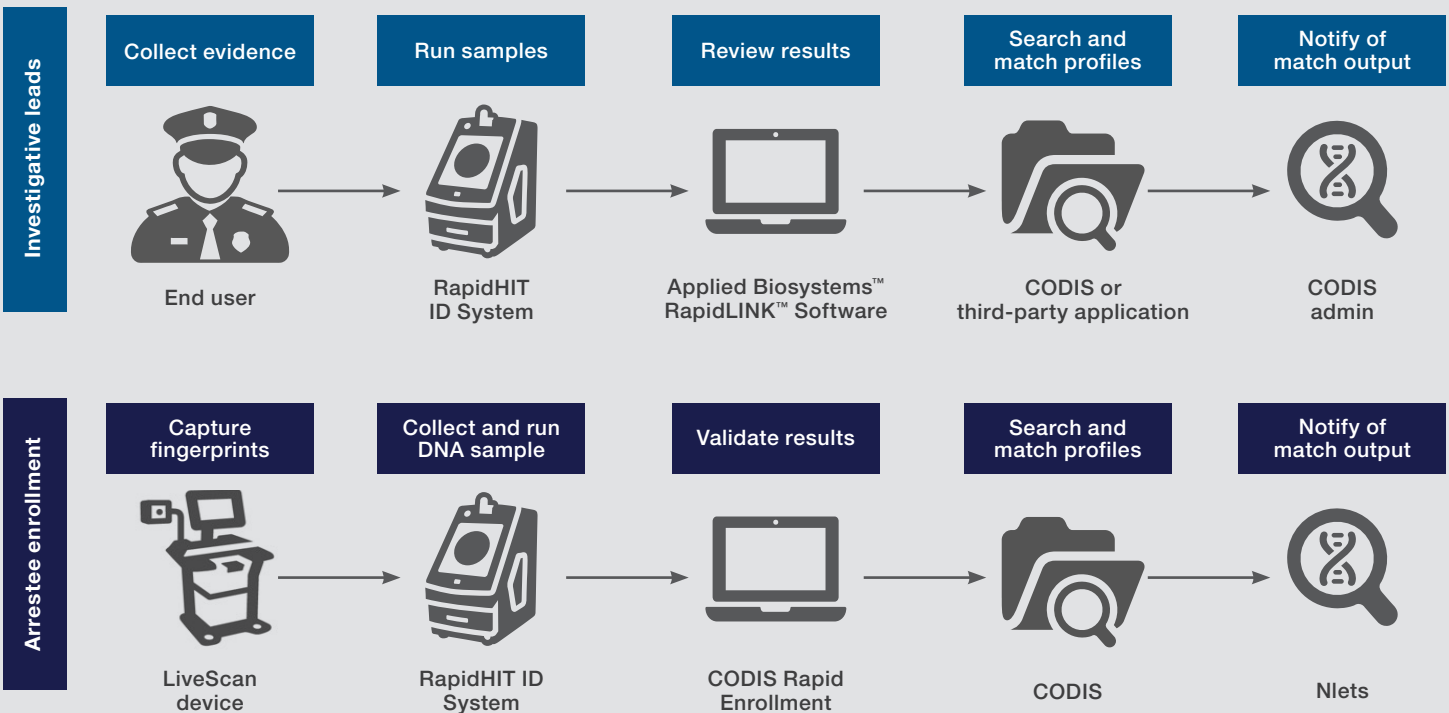


5. Workflow verification

IT and enablement specialists assist with the final end-to-end workflow verification to confirm that results are sent to the appropriate location(s).

Rapid DNA example workflows

Two applications of the Rapid DNA workflow



Service spotlights

Validation and HID education programs

HPS validation plans can be tailored to comply with local standards and meet your agency's goals. Education programs are flexible for virtual and in-person delivery to suit a variety of needs.

- **Validation support** that correlates to your Rapid DNA use case and includes on-site and/or remote wet work assistance
- **End-to-end workflow verification** to confirm working system integration points
- **Virtual training** content offers flexible, self-paced, and budget-friendly options; in-person training includes classroom lectures and sample runs

End-user competency

The Rapid DNA End-User Competency Service offers guided training for new Rapid DNA operators to develop proficiency. A dedicated customer success manager (CSM) collaborates with a lead Rapid DNA administrator to create a tailored program based on the size and type of program and number of end users. The CSM leverages the analytics package and a robust training platform to help reduce your training burden and get you online faster. This service also helps your lab meet accreditation and auditing requirements for decentralized Rapid DNA programs. The Rapid DNA End-User Competency Service includes:

- **An in-person, classroom lecture** installation training for medium to large training groups (up to 75 trainees in one week)
- **Practical exercises** with sample sets to mimic routinely processed sample types
- **Assessment tools** such as operator and sample-run performance and quizzes to demonstrate knowledge of system
- **Final reports and certificates** of completion to document trainee results

Customer success manager and analytics

A dedicated CSM monitors program health and provides valuable assistance by streamlining the administrative tasks associated with a decentralized Rapid DNA program. By sharing run performance metrics through a user-friendly data analytics portal, the CSM can identify areas for improvement, end-user proficiency, and other program efficiencies. CSM service offers the following:

- **Recurring stakeholder meetings** and quarterly program reports to track program changes and monitor trends
- **Concierge-level support** to monitor program performance
- **Real-time metrics** to enhance system and fleet management
- **Journey analytics** to inform performance by site, system, device, sample, and end user

Incident response framework

Thermo Fisher Scientific can leverage our broad experience and global reach to offer support for DNA testing following mass fatality or disaster victim identification (DVI) events. Our incident response framework allows us to quickly respond to customer requests for the following:

- **Support to augment DNA testing** capacity and capabilities
- **On-site and remote support** to assist with instrument installations, monitoring of testing, and IT connectivity
- **Enhanced logistics support** to ship consumables quickly
- **Data analytics package** to monitor test results
- **Dedicated technical project management** resource to monitor response and testing efforts

Implementation accelerators

Support is available for customers seeking to transition from validation to operations quickly, including the following:

- **SOP templates** to help simplify administrative updates
- **Competency test templates and materials** to help accelerate analyst readiness
- **Virtual training modules** to address knowledge gaps efficiently and effectively
- **Consultations** from experienced professionals to build confidence in the new workflow

Choose the right package for your needs

Through a consultative approach, the HPS team will work with you to design a solution for implementing Rapid DNA technologies. Whether your agency is new to forensic DNA analysis or it's an existing accredited laboratory, the HPS team has a suite of flexible services to help meet your needs.

Our Project Management Professional™ (PMP™) certified technical project managers oversee the project's design, scope, schedule, and budget. Our industry professionals collaborate with agency sponsors, third-party vendors, agency IT, and program leads to help get your program up and running smoothly and quickly.

We offer standard or custom packages developed specifically for your needs. Refer to the following table to review our current HPS offerings for Rapid DNA customers.

Consult with our HPS team to determine the best fit.

HID Professional Services available for Rapid DNA programs

	Validation	Performance check	Enablement	CSM and analytics	End-user competency	Implementation accelerators	HID education training
RapidHIT ID System performance testing	X	X					
Decentralized Rapid DNA program setup			X				
IT connectivity and third-party integration			X				
Protocol and workflow development (SOPs, training, etc.)						X	X
End-user proficiency					X		X
Continuous program monitoring				X			

Learn more at thermofisher.com/hps or email us at hps@thermofisher.com

