

Human identification

Partner with HPS to advance your workflow

Since 2007, the Human Identification (HID) Professional Services (HPS) team has supported forensic laboratories and law enforcement agencies with a wide array of professional services including validations, rapid enablement, training, and other implementation support. With a consultative approach and a commitment to excellence, our global team of HPS specialists provides an exceptional experience. Our services are designed to drive efficiency, deliver exceptional results, and help you achieve your goals.

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Rely on our experienced team

HPS delivers international services with a personal touch, blending technical excellence with dependable timelines. Our dedicated team of 25 global specialists has successfully completed over 2,000 projects across 60 countries. With decades of experience in forensic DNA, our technical project managers and field specialists bring extensive knowledge and valuable insights to every assignment. HPS partners with you to navigate the complexities of implementing new technologies, delivering high-quality outcomes while minimizing disruption to your daily operations.

Develop your solution

Workflows

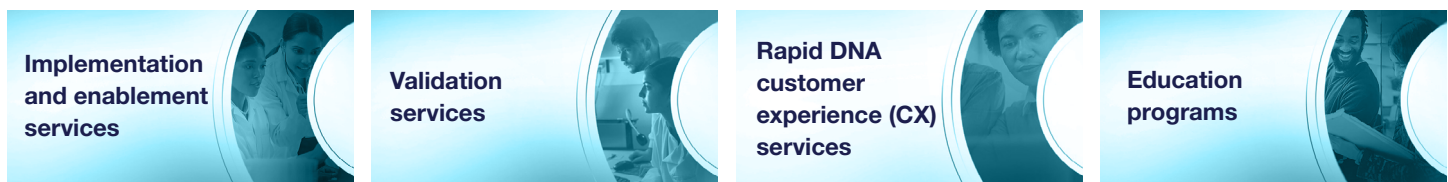
HPS projects are designed to meet the needs of our forensic laboratory and law enforcement partners. Laboratory validations and performance verifications focus on testing based on current forensic laboratory accreditation standards.

For Rapid DNA implementations, we partner with key lab and law enforcement stakeholders to establish decentralized Rapid DNA workflows and enable arrestee enrollment, investigative leads testing or disaster victim identification. These projects follow similar phases to help ensure predictable delivery.



Choose from trusted solutions

The HPS catalog of services offered by Thermo Fisher Scientific covers a wide range of validated human identification products and workflows. Services are designed to help ensure your DNA workflows are optimized for forensic applications and are based on internationally recognized standards.



Execution is key.

- Program design
- IT deployment review
- Third-party vendor integration

Performance pays off.

- Validation and performance verifications
- Implementation accelerators

Your success matters.

- Customer success manager (CSM) and analytics
- End-User Competency service

Keep learning.

- Basic and advanced courses
- On-site, virtual, and self-paced training

Benefit from skilled project management

Our technical project managers utilize best practices as outlined by the Project Management Institute (PMI) to help ensure projects are designed and executed within scope, schedule, and budget. Technical project managers closely track each project milestone and proactively communicate project status to stakeholders. HPS technical project managers either have a Project Management Professional (PMP)™ certification or have taken coursework endorsed by the PMI. Our experienced specialists stay focused on key milestones and project deliverables so your experts can stay focused on your mission and objectives.

Spotlight: HPS services for HID products

HID NIMBUS Presto QNA System

While a new automation platform may minimize hands-on time, bringing one online can be challenging, intimidating, and time-consuming.

The Applied Biosystems™ HID NIMBUS® Presto QNA System was thoughtfully developed and validated in accordance with the DNA Advisory Board (DAB) Quality Assurance Standards and guidelines from the Scientific Working Group on DNA Analysis Methods (SWGDM) specifically for the HID workflow from Thermo Fisher Scientific. As such, HPS is uniquely positioned to offer service and training options that integrate automation solutions into your workflow so that your analysts are confident in their hands-off procedure.

HPS application and automation specialists offer:

- **Integration consultations** that identify the unique and specific needs of your workflow to help ensure seamless integration
- **Workflow validations** to get your automation solutions online easily
- **Performance testing** that gives you the confidence that your system is ready for validation

GeneMapper PG Software

Applied Biosystems™ GeneMapper™ PG Software revolutionizes mixture interpretation with efficiency, transparency, and reproducibility, backed by exceptional support. Probabilistic genotyping takes mixture interpretation to the next level, and HPS offers validation and training options that make getting online easier.



- **Validation offerings** that include an extensive mixture series sample set to position the validation for compliance with SWGDM guidelines
- **Training offerings** that include a foundational series on mixture interpretation and DNA statistics
- **Tiers of options** to meet a range of needs and budgets

SeqStudio Flex Genetic Analyzer

Adding the Applied Biosystems™ SeqStudio™ Flex Genetic Analyzer for human identification and Applied Biosystems™ GeneMapper™ ID-X Software to your laboratory workflow can increase overall throughput and efficiency. HPS offers validation and implementation support for capillary electrophoresis (CE) and software in your laboratory.

- **Predesigned packages** include optimized validation plans for both casework and database applications
- **Flexible services** are easily bundled to create a validation and implementation service to meet your laboratory's plan for introducing new CE systems and software upgrades
- **Software-only validation options** are available for upgrades, including from GeneMapper ID-X Software



RapidHIT ID System

A Rapid DNA workflow adds a powerful investigative tool to your laboratory or law enforcement agency. Understanding the performance of your Applied Biosystems™ RapidHIT™ ID System enables you to establish informed procedures and an effective Rapid DNA program.

The HPS team delivers services carefully designed to meet the needs of your agency. HPS Rapid DNA services may include:

- **Workflow design** including IT networking and data transmissions to verify end-to-end integration points
- **Validation support** that correlates to your Rapid DNA use case and includes on-site and/or remote wet work assistance



Other services

Customer success manager and analytics

A dedicated CSM monitors program health and can help lessen the administrative burden of running a decentralized Rapid DNA program. By sharing run performance metrics through a user-friendly data analytics portal, the CSM can help identify areas for improvement, end-user proficiency, and other program efficiencies. This Rapid service includes the following:

- **Real-time metrics** to enhance system and fleet management
- **Journey analytics** to inform site, sample, and end-user performance
- **Quarterly health reports** to document program performance over time
- **Recurring stakeholder meetings** to communicate program challenges and identify trends

End-User Competency service

The Rapid DNA End-User Competency service offers guided training for new Rapid DNA operators to develop proficiency. A dedicated CSM collaborates with a lead Rapid DNA administrator to create this tailored program based on the size/type of program and number of end-users. In partnership with a CSM, an analytics package and robust training platform help to reduce your training burden and get online faster. This service also helps Rapid DNA administrators satisfy record-keeping to support ISO accreditation and QAS auditing purposes for decentralized Rapid DNA programs, and it includes the following:

- **Installation training** in-person, classroom lecture for medium to large training groups (up to 75 in one week)
- **Practical exercises** with sample sets to mimic routinely processed sample types
- **Assessments** include quizzes and hands-on practical sample runs to demonstrate operator knowledge of system
- **Final reports and certificates** of completion to document trainee results

Implementation accelerators

Implementation accelerators are designed to help laboratories transition from validation to operational use more quickly. This service offers support to help accelerate your timeline for getting online.

- **SOP templates** simplify administrative updates, allowing you to focus on critical decisions
- **Competency test templates and materials** accelerate the documentation of analyst readiness for the new workflow
- **Virtual training modules** address any gaps efficiently and effectively
- **Consultations** provide experienced advice to build confidence in the new workflow

HID education programs

The training programs required in accredited labs can be time-consuming to maintain and deliver. Whether you need training for new analysts, new workflows, or continuing education, the HPS course catalog includes education programs that are flexible to suit a variety of needs.

- **Virtual content** offers flexible, self-paced, and budget-friendly options
- **In-person training** at your site or at a local Thermo Fisher Customer Experience Center includes classroom lectures and practical laboratory exercises
- **Personalized training packages** offer a unique opportunity for a hands-on experience of the full HID workflow

Trusted global services

The HPS team has the depth of experience and expertise to meet your specific workflow needs. Our global team of specialists works closely with Thermo Fisher remote and field engineers and IT integration specialists, as well as third-party vendors and distributors, to enable a seamless experience. Contact your local account manager or field application scientist to partner with HPS and join the growing global network of laboratories that have chosen HPS for implementation, training, and validation services.



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

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