



OMIXON TRAINING, SUPPORT AND SERVICES

Omixon provides a range of training, support and services for laboratory protocols and software usage by our expert Field Application Scientists:

- ✦ NGS Education - Improve your knowledge about HLA typing by NGS
- ✦ Product Demos - Protocol viewing at a Reference Lab or join GotoMeeting software demos
- ✦ Software Training - Get inspired with guided training sessions for HLA Twin™ & HLA Explore™
- ✦ Evaluation & Lab Training - Hands on training onsite for Holotype HLA™ with 5, 3 or 1-day programs
- ✦ Validation & Accreditation - Use our Validation Plan or practice with our Complex Case dataset

NGS EDUCATION - OMIXON ACADEMY

Omixon is committed to educating researchers and clinicians about NGS and our product suite with a range of training materials such as webinars, software demos, onsite presentations and Learn Me videos in our Omixon Academy. Participation in our educational programs provide Continued Education Credits (CECs) which are accredited by the American Board of Histocompatibility and Immunogenetics (ABHI). In addition, highly trained bioinformaticians and software engineers provide ongoing support, help answering and explaining all questions compose our software support team.

CUSTOMER SERVICE & SUPPORT

Omixon is proud of its customer service and quality of support. We support customers in 15 different timezones and are available 20 hours a day through a combination of our headquarters in Budapest, our US office in Cambridge, and our Distributor Support Partners in the Asia Pacific region. Our Support Team include PhD qualified former researchers in bioinformatics, molecular biology and genomics, while our IT specialists and software engineers can navigate the intricacies of any customer's IT administration with ongoing remote or onsite support as required.

NGS WORKFLOW - HOLOTYPE HLA PROTOCOL OVERVIEW

Omixon provides full NGS workflow from sample preparation to data analysis on the Illumina platforms.



DEMONSTRATIONS

Product demonstrations are a hands off approach to learn more about Omixon's products and have varying requirements depending on whether they are laboratory or software based. Protocol viewing is available at any Omixon Reference Lab, including the HLA lab that invented Holotype HLA™ at The Children's Hospital of Philadelphia (CHOP). For software demonstrations, Omixon typically uses GotoMeeting for remote demonstrations, but will visit your site for a day-long software training with all our materials at your request.

All timings are for 24 samples, Holotype HLA V3.0

* Timings are based on the Biomek 4000 by Beckman Coulter.

** On a MiSeq 300-cycle Micro flow cell

VALIDATION & ACCREDITATION

Omixon has trained over 150 laboratories with Holotype HLA™, has more than 50 labs in clinical routine globally, 12 labs are ASHI or CAP accredited in North-America, 6 labs are EFI accredited in Europe. There are five early peer-reviewed manuscripts already published, making Holotype HLA™ the most tested, most trusted, most implemented, most cited and most highly recommended product for HLA genotyping by NGS. During this process, Omixon has developed expertise in NGS accreditation and can provide templates for preparing for ASHI and EFI accreditation, including blinded software samples for additional practice to prepare you for clinical adoption of Holotype HLA™.

EVALUATION & LAB TRAINING

Evaluating Holotype HLA™ is always accompanied by "hands on" training from one of our expert Field Application Scientists that will come onsite to train you, while you perform all of the work yourself. The purpose of the on-site trainings is to learn how to use Holotype HLA™ in your own lab environment and gain the confidence to perform the assay after we leave with 100% genotyping accuracy. Prior to evaluation the FAS Team will perform a Site Prep Check to optimize the time on site together. After our time on site, we will continue to support you with remote Data Analysis walkthroughs of your results and guided examples with our Complex Case Dataset.

ON-SITE TRAINING OPTIONS

Our goal is 100% genotyping accuracy with Holotype HLA™ from your first run, and to assist your lab with world-class support through accreditation and implementation of NGS!

5-DAY TRAINING (HIGHLY RECOMMENDED)

Time	Day 1	Day 2	Day 3	Day 4	Day 5
8:00		Amplicon Quantitation	Software Training	Amplicon Quantitation	Software Training
9:00		Amplicon Purification Fragmentation		Amplicon Purification Fragmentation	
10:00	Pre-training Presentation	End-repair		End-repair	
11:00	Worksheet Demonstration	Ligation and Pooling	Questions and Answers	Ligation and Pooling	Questions and Answers
12:00	Lunch Break	Size Selection	Lunch break	Lunch break	Lunch Break
13:00	Equipment and Reagent Check	Lunch break		Size Selection	Software Training
14:00	gDNA Dilution and Primer Mix Formulation	Library Quantitation by Qubit (or qPCR - optional)	gDNA dilution and Primer Mix Formulation	Library Quantitation by Qubit (or qPCR - optional)	
15:00	LR-PCR Amplification	Loading Miseq	LR-PCR Amplification	Loading Miseq	

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3-DAY TRAINING (RECOMMENDED)

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Time	Day 1	Day 2	Day 3
8:00		Amplicon Quantitation	Software Training
9:00		Amplicon Purification Fragmentation	
10:00	Pre-training Presentation	End-repair	
11:00	Worksheet Demonstration	Ligation and Pooling	
12:00	Lunch Break	Size Selection	Lunch Break
13:00	Equipment and Reagent Check	Lunch Break	Software Training
14:00	gDNA Dilution and Primer Mix Formulation	Library Quantitation by Qubit (or qPCR - optional)	
15:00	LR-PCR Amplification	Loading Miseq	Questions and Answers

Schedules are indicative and can be customized / modified by request.

FEEDBACK

Omixon encourage all of our users to provide regular feedback through online questionnaires and direct feedback through support@omixon.com. This feedback is incorporated into our training programs and used by the Research and Development Team in order to improve our products and our customer experience.