IDEXX Animana Implementation Package comparison

IE&NI July 2019

	MANAGED	GOLD	SILVER	BRONZE	BASICS	ESSENTIALS
	Busy practices that would like us to take care of the setup of Animana.	Busy practices that want a blend of on-site and remote training maximising learning time.	Practices that want comprehensive training with a consultant onsite for go-live and basic training.	Smaller practices that are happy to be trained remotely with remote support on go-live.	Small practices that have a simple setup and are happy to be trained on the core functions of Animana remotely and teach themselves the extras.	Start-up practices who are very happy to teach themselves how to use Animana using our Knowledge Base articles.
General Settings Consulting	Included	Remote	Remote	Remote	Remote	Remote
Product Consulting	Remote	Onsite	Onsite	Remote	Remote	Remote
Client Communications Consulting						
Pet Health Plan	Included	Remote	Remote	Remote	Remote	
Mailing Templates	Included	Remote	Remote			
Custom Protocols	Included	Remote	Remote			
Advanced	Included	Remote				
Advanced Training Consulting						
Stock Management	Onsite	Remote	Remote	Remote	Remote	Remote
Financial	Onsite	Remote	Remote	Remote	Remote	
KPI Reporting	Onsite	Remote	Remote	Remote	Remote	
Basic Training*	Onsite	Onsite	Remote	Remote	Remote	Remote
Go-Live Support**	Onsite	Onsite	Onsite	Remote		
Post Go-Live Consulting	Remote	Onsite	Remote		Remote	Remote
Month-End Consulting	Onsite					
Total On-site training/consulting days	4 days	4 days	2 days	-	-	-
Total Remote training/consulting hours	5 hours	10 hours	12 hours	13 hours	10 hours	8 hours

☐ Included, 🟩 Onsite sessions, 🟦 Remote sessions (each one hour remote session includes a minimum of 50 minutes one-to-one, and 10 minutes wrap-up).

The packages above are a guideline - all of our training is customised to your specific requirements.

* Basic training is delivered in group session of 3 hours. Larger practices may need to purchase additional training days.

** Busy practices should consider purchasing an additional day following your go-live day to ensure that all staff and locations are running smoothly from the start.

IDEXX SmartFlow Implementation Package comparison

IE&NI November 2019

	GOLD	SILVER	BRONZE	NEW SITE PLATINUM	NEW SITE STANDARD
	Busy practices, with multiple sites or hospitals particularly specialty practices that want more comprehensive support both onsite and remotely.	Busy practices that want to take advantage of a blend of remote training and onsite support.	Smaller practices that want a consultant on-site for the Go-Live day but are happy with remote support and training.	Practices that already have SmartFlow at a main site and would like remote "refresher" training as well as onsite support for Go-Live.	Practices that already have SmartFlow at a main site and are happy with remote "refresher" training to set up an additional site.
Kick Off Meeting	■ (onsite)	■	■	■	■
General Settings & Hardware	■	■	■	■	■
Mappings & Workflow	■	■	■	■	■
Treatment Sheet Creation	■	■	■	■	■
Anaesthetic Sheet Creation	■	■	■	■	■
SmartFlow in Depth	■	■	■	■	■
Open Forum (whole Team)	■	■	■	■	■
Pre-Go-Live Solutions, Q&A	■	■	■		
Go-Live Support	■ (onsite)	■ (onsite)	■ (onsite)	■ (onsite)	■
Post Go-Live Consulting	■ (onsite)	■ (onsite)	■	■	■
Add-ons					
Inventory Mapping	☐				
Parameter Set up	☐				
Total On-site training/consulting days	7 days	3 days	1 day	1 day	
Total Remote training/consulting hours	10 hours	10 hours	11 hours	7 hours	0 hours

☐ Included, ■ Onsite sessions, ■ Remote sessions (each one hour remote session includes a minimum of 50 minutes one-to-one, and 10 minutes wrap-up).

The packages above are a guideline.