

Achieve More with Your Lab

Gain control of your laboratory with direct ownership of your Instrument Manager™ license

The industry's only truly vendor-neutral lab optimization technology

With today's limited labor pool, it's more important than ever to make the most of your staffing resources. By choosing best-of-breed instrumentation, connectivity, and automation technology, you're able to do more with less.

Becoming a direct customer of Data Innovations offers several advantages in support of this goal. First, you'll never be locked into a specific scenario that limits the freedom to use your instrumentation or LIS of choice.

Second, you have direct access – with minimal wait time – to our customer support teams that comprise over 500 years of collective laboratory experience. We understand the complexities of lab technology and are committed to helping our customers overcome every challenge as quickly as possible.

Direct DI customers also have exclusive access to our cloud-based uptime reliability solution: Lab GPS™. In addition, our consultative services can help optimize your lab's productivity and quality through time-saving automation, freeing up your staff to focus on patient care.

Benefits of Direct Ownership of your IM License

As a direct customer of Data Innovations, your lab will enjoy a number of advantages.



Access the newest version of Instrument Manager™ with updated security and productivity features. With our upgrade service, you can relax and let us do the heavy lifting.



Receive direct support from DI's experienced clinical and technical lab specialists with minimal wait time.



Gain automatic access to My DI Community for online support and access to our updated list of drivers.



Enjoy continuous lab productivity through Instrument Manager's automated workflows. Avoid having to retrain staff on new middleware or lab automation software when switching suppliers.



Get exclusive access to our new uptime reliability solution, Lab GPS.

A Single Ecosystem for Lab Productivity, Quality, and Reliable Uptime

Did you know that Data Innovations offers solutions that go beyond connectivity? At Data Innovations, we offer an entire ecosystem of lab solutions designed to streamline and optimize lab productivity while improving patient care.



From autoverification and quality assurance to optimal uptime performance and lab analytics, all of our services work together through the vendor-neutral connectivity platform, Instrument Manager™, supported by DI's highly rated customer service.

What Our Customers Say

A sample of feedback from DI customers after receiving technical and product support:

"I was able to get help quickly and got my issue resolved with a quick meeting. Thanks for all the help."

- Application Analyst, University Health System

"The technical support provided was superior. The response was encompassing in detail, and presented in a logical way."

- Integration Analyst, Enterprise Health System

"The support team responded quickly with accurate information which allowed me to do my job and minimize user downtime."

- IT Specialist, Enterprise Health System

"Customer service reached out to me in a very short period of time after my having submitted a ticket for assistance. The technician prepared a solution which worked in a very short period of time, solving my issue. Thank you."

- Cytotechnologist, MLS, Government Health System

"I appreciate that the support representative was prompt to reply and included screen shots of what I had to select. It made the process much easier!"

- Business Systems Analyst, National Health System

"Keep up the GREAT work!"

- Business Systems Analyst, Commercial Nationwide Laboratory

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