

RALS™ TEST SYSTEMS

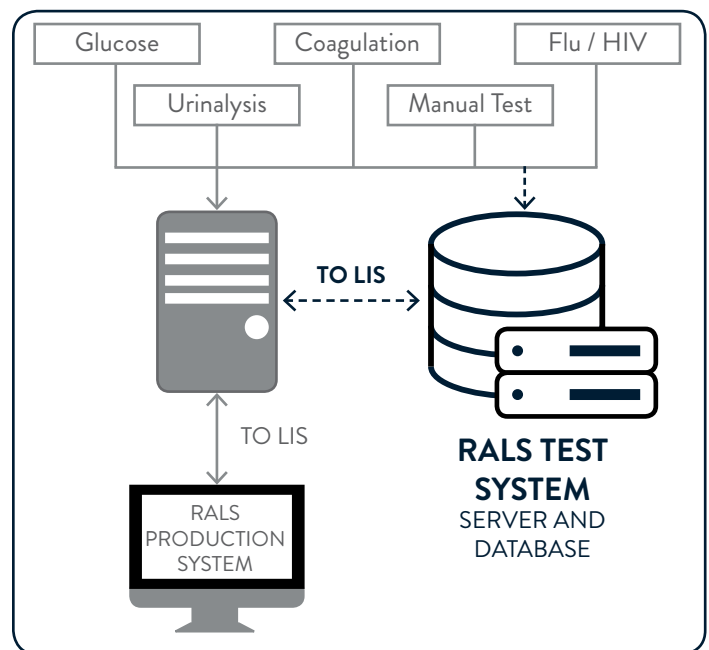
Peace of mind for system updates and changes - with no RALS Production System downtime

A RALS Test System is an independently running RALS System based on the RALS Production System at the time of creation. It consists of a separate server and database and is designed to identify conditions that could affect the performance of the RALS Production System.

TEST AND TRAIN BEFORE TRANSITIONING CHANGES TO PRODUCTION

A RALS Test System allows POCCs to identify, test and train on any changes/additions to the RALS System before transitioning those events to the production system. All data is stored in a separate server and database so that test information is not “mixed” with production data. Changes/additions include:

- New device modules
- Additional download sites/locations
- New device cartridges or analytes
- Upgrades to current LIS (results interface)
- Upgrades to current HIS (ADT)
- LIS and/or HIS vendor changes
- RALS software version updates
- MS and SQL patches (testing performed by hospital IT)



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SPECIFICATIONS

- A separate virtual Test Server is supplied by Alere Informatics
- RALS Test System results will reside on the RALS Test Server
- Non-standard configurations will need to be reviewed on a case by case basis

SET-UP AND INSTALLATION

- Devices used for testing will be designated and assigned to the RALS Test System
- Hospital IT will add the RALS Test Server to the hospital's system
- Alere Informatics personnel will ready the RALS Test System for use

ANNUAL MAINTENANCE AND SUPPORT

An annual support and maintenance fee for the RALS Test System includes the following:

- Periodic RALS software updates including bug fixes and product enhancements
- Telephone support 24 hours per day. Seven days per week
- Remote system support for diagnostic purposes, training and troubleshooting
- Support of all Alere Informatics provided components, including repair, replacement or exchange of components that are not functioning properly
- Standard service provided on RALS Test System server includes next business day response
- All other RALS Test System components will be repaired, replaced or exchanged with shipment to customers within one business day (estimated)

The following services are not included:

- Changes to the configuration as outlined in the completed ISW (Implementation Specification Worksheet)
- Interference of third party software
- Changes in customer network
- On-site support
- Customer programming services
- Data backup systems, hardware, software or processes

NOTE – These conditions are the standard license terms for the RALS Test System, please refer to your RALS System license agreement as your hospital may have negotiated different terms and conditions in your license.

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