

A photograph of three scientists in a laboratory setting. They are wearing white lab coats and safety glasses. One scientist in the foreground is looking at a piece of equipment, while two others are looking on. The background is slightly blurred, showing a window with greenery outside.

Human identification

## Partner with HID Professional Services 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, training, and implementation support. Using a consultative approach, our HPS specialists deliver services that help you achieve your goals.

**applied biosystems**

## Rely on our experienced team

Our dedicated global team of 20 specialists has delivered over 2,000 projects in 39 countries. Our technical project managers and field specialists bring extensive knowledge and forensic DNA laboratory experience to each project to help you overcome the challenges of bringing a new workflow online. We have a global reach yet maintain a personal touch to deliver technical excellence in a predictable timeline so that your experts can remain focused on their daily responsibilities. You can rely on the HPS team to deliver high-quality work while minimizing impact on your daily operations.

## Choose from trusted solutions

Our HPS catalog of services covers a wide range of validated products, spanning the entire HID workflow.

These services are designed to ensure your casework, database, and rapid DNA workflow are optimized for forensic applications:

- Validation and performance checks
- Performance verifications
- SOP templates
- Competency test templates
- Consultancy and operational efficiency programs
- HID education programs
- Lab relocation

## Comprehensive services

Our services provide a complete solution based on internationally recognized standards. Here is everything you can expect in a typical engagement with the HPS team, from the initial consultation through training and project completion:



### 1. Project planning

HPS validation specialists and project managers consult with you and develop a detailed experimental design that defines clear expectations of every laboratory process included in the project.



### 2. Laboratory wet work

HPS provides the consumables, stock DNA samples, and on-site specialists needed to develop the laboratory data for your service. Once the work is complete, HPS will provide the instrument data files associated with your project.



### 3. Data analysis and report writing

HPS completes a thorough and detailed data analysis. The data are converted to a comprehensive report package that is reviewed by an independent technical project manager and includes detailed figures, tables, and references.

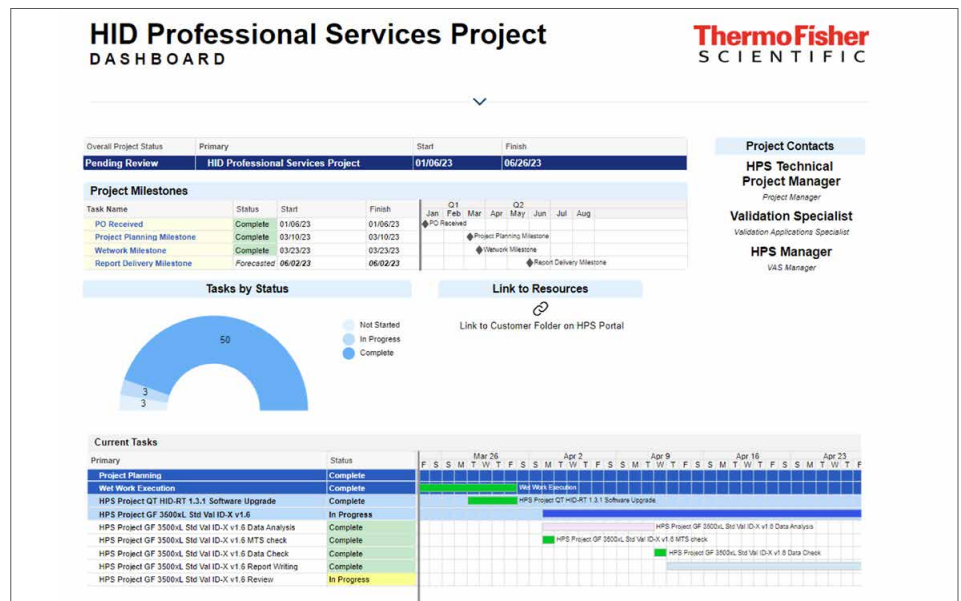


### 4. Teachback training

Teachback trainings provide a summary of the key results from your validation. Teachback and supplemental trainings engage your staff to actively listen, participate in, and understand their workflow.

## Predictable and transparent timelines

Our specialized HPS team has the resources and expertise to implement new technologies and workflows in your laboratory, helping your experts remain focused on casework. Technical project managers closely track each project stage and offer transparency to stakeholders through shared project status dashboards.



# HPS spotlight

## Automation with the HID NIMBUS Presto System

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

The Applied Biosystems™ HID NIMBUS® Presto 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 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

## 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



## Services to help you flex your power

Adding the Applied Biosystems™ SeqStudio™ Flex Genetic Analyzer for Human Identification and Applied Biosystems™ GeneMapper™ ID-X Software v1.7 to your laboratory workflow can increase overall throughput and efficiency. HPS offers validation and implementation support for CE and software in your laboratory.

- **Predesigned packages** provide you with the tools you need to introduce these new systems to your workflow, including 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 v1.6 to v1.7



## Rapid DNA services

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 that are carefully designed to meet the needs of your agency. HPS Rapid DNA services may include:

- **A test plan** that correlates to your rapid use case
- **Remote or on-site wet work** assistance to complete your workflow implementation
- **An optional mock sample set** to help accelerate your implementation



### Trusted global services

The HPS team has the depth of experience and expertise to meet your specific workflow needs. The group is available to work with customers nearly everywhere worldwide and works closely with local support, including field application specialists (FAS) and distributors, to enable a seamless experience before, during, and after HPS projects. Contact your local account manager or FAS 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](https://thermofisher.com/hps)  
or email us at [hps@thermofisher.com](mailto:hps@thermofisher.com)

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