

SERVICE SUPPORT LEVELS

- INCLUDED
- SUPPORT OPTION AVAILABLE FOR ADITIONAL FEE(S)

	Accelerator	Discovery	Most Popular Development	Disrupt (GxP)
LabFellows Technology				
Business and LabOps management software:				
LabFellows Cloud Platform				GxP COMPLIANT
Remote Lab Assistance				
FUSION API				
Lab Insights				
Mobile App				
ePIC BIO Consortium Membership				
Includes exclusive group discounts to:				
ePIC Programs				
ePIC Events				
ePIC Services				
Source-to-Pay				
Day-to-day Purchasing				
Rush Orders	3	5	15	30
Information Requests (RFIs)				
Quote Requests (RFQs)		1	2	5
Proposal Requests (RFPs)			1	2
Resolving Order & Delivery Issues				
Setup Supplier Accounts	ePIC BIO	ePIC BIO	ePIC BIO	Direct
Setup Hosted & Punchout Catalogs				
Accounts Payable				GxP Compliant
3-way Matching				GxP Compliant
Accounting Integration - Bill Sync			QBO Only	GxP Compliant
Lab Services				
Lab Monitoring				GxP COMPLIANT
Stockroom Management				
Manage Lab Gas & Dewars				
Dry Ice Delivery				
Inventory Management				GxP COMPLIANT
Asset Management				GxP COMPLIANT
Upload Service Records				GxP COMPLIANT
Lab Coat Laundering			Custom Branding	Custom Branding
Moving/Relocation				
Facilities				
Facilities Access Control				GxP COMPLIANT
Community Lab Access				
Flex Clean Room Access				
Shipping & Receiving (S&R)			Dock-to-Benchtop	GxP COMPLIANT
Coordinate Delivery & Installation				
Upload Packing Slips				GxP COMPLIANT
Janitorial Services				GxP COMPLIANT
Lab Buildouts & Alterations				
Environmental, Health & Safety (EHS)				
HomeLab EHS Programs & Training				GxP COMPLIANT
Keep Regulatory Records				GxP COMPLIANT
Submit and Manage Permits				GxP COMPLIANT
Compliance Audits				GxP COMPLIANT
Manage Biohazardous Waste	<50 lbs	<50 lbs	<50 lbs	<50 lbs
Bulk Chemical Waste				
Managed Information Technology (IT)				
Wireless Internet				
Dedicated Network Access			25 Mbps	50 Mbps
VOIP Phone Lines			Up to 3	Up to 5
Remote Desktop Management	4 IT Tickets	4 IT Tickets		
Software Vendor & License Management				
Intrusion & Antivirus Support				
Security Awareness Training				
Server/AD Config. & Management				GxP Compliant
Administrative Controls				
Role-based Permissions				GxP Compliant
Groups/Teams				
Multiple Locations				
Internal Purchase Approval Routing				GxP Compliant
Internal Invoice Approval Routing				GxP Compliant
Multiple Billing Contacts				
Budget & COA Codes				
Accounting Integrations			QBO Only	GxP Compliant
Data & Analytics	Most Recent 500 Orders	Most Recent 3,000 Orders	Unlimited	GxP Compliant
Security	SSO/2FA	SSO/2FA	SSO/2FA	GxP Compliant