

Hardware Installation— Roles and Responsibilities

Requirements Definition



Hardware Network Assessment

Together we'll define your technical requirements and timelines, and answer your staff's questions and concerns.

IDEXX responsibilities:

- Schedule time and date of installation.
- Discuss estimated installation and downtime. Communicate the installation plan in detail.
- Discuss and understand any plans to reuse existing equipment. Make recommendations to ensure compatibility with Cornerstone and the network.
- Create a cabling plan based on the final technical requirements.

Practice responsibilities:

- Communicate the timing, plan and changes to the staff.
- Provide IDEXX with the number of computers that will be required to run existing software in-between the hardware installation and Cornerstone go live, if applicable.
- Provide IDEXX with a list of equipment and software that will be reused, and explain where each piece of equipment will be placed in the practice. The practice is responsible for recycling any unused equipment.
- Plan and ensure the availability of a quiet location for training on the date needed that will accommodate the number of trainees and computers.
- Communicate the location of third party software files (Microsoft® Outlook®, Quicken®, etc.), if applicable.

Design and Development



Hardware preparation[†]

To save time, IDEXX preloads and tests all software on your new system when supplied by IDEXX.

IDEXX responsibilities:

- Pre-configure most equipment *supplied by IDEXX* to ensure the installation takes less time on site.

Practice responsibilities:

- Set up and test Internet access prior to the hardware installation.
- Provide a stable electrical environment and supply the appropriate number of outlets in equipment locations.
- Assemble and install network racks, mounts or cabinets for equipment such as TV's (whiteboard) monitors or switches; this includes drilling holes in cabinetry or countertops.
- Provide network cabling with terminated ends at every location where equipment will be placed according to the cabling plan provided by IDEXX. Every device on the network should have a separate cable.

Implementation and On-site Education



Hardware installation[†] and go live

Whether you choose on-site or phone installation, Cornerstone* technicians handle the job from start to finish.

IDEXX responsibilities:

- Dispatch installation technician or work with the practice over the phone to ensure proper configuration.
- Teach the customer how to perform a backup of the software.
- Create plan and discuss complete data migration for third party software (Microsoft Outlook, Quicken, etc.).

Practice responsibilities:

- Ensure any equipment being reused on site is available to the technician during installation.
- Be available during installation and for a walk-through afterwards to ensure that everything is completed satisfactorily.
- Provide a list of files other than Cornerstone that should be backed up.
- Provide installation CDs, activation keys, and file location for any third party software (Microsoft Outlook, Quicken, etc.) that will need to be loaded.



[†]Applies to hardware purchased from IDEXX Practice Solutions.