

Optimize your lab performance with Illumina Proactive



Access enhanced Service and Support

Illumina Proactive helps **reduce unplanned downtime and minimize requalification** of instruments in your lab. Our Service and Support team will analyze instrument performance data, troubleshoot if needed, and keep you up and running.

Get real-time insights

Connect your instruments and maximize visibility into system performance with MyIllumina, your free, personalized **customer dashboard**. View real-time updates on run progress and get a snapshot of instrument utilization. Also see maintenance history, product orders, support inquiries, and more—all in one place.

See how our customers benefit



Maximize instrument uptime

“Proactive allowed our FSE to analyze hundreds of run logs quickly, resolve an issue, and increase NovaSeq™ 6000 yield by 7.27%, the equivalent of two additional flow cells per week.”



Troubleshoot runs more efficiently

30%
faster case resolution on connected instruments

20%
less email traffic per case



Prevent loss of resources

“Proactive saved the day by detecting a temperature climb in the instrument and allowed us to avoid a run failure.”

Illumina is committed to ensuring data privacy and security. We employ technical, administrative, and physical controls to ensure your data is safe. Illumina Proactive does not have access to genomic data, personally identifiable information, or protected health information.

Connecting is easy and secure

Connect your instrument today and enjoy peace of mind, run after run. Reach out to your local field applications scientist (FAS) or field service engineer (FSE) to learn how to enable this free service.