



Date: 03 June 2014

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Company Overview

- Founded in 1987
- Freezerworks launched in 1992
- 25 employees
- Over 1400 installations world-wide



Core Strengths

- Experience in biobanking and sample management
- Commitment to quality
- Configurable software
- Excellent support
- Responsive to customer needs



Mission

Dataworks streamlines sample management by providing high quality services and configurable, secure, and relevant software to the scientific community.



More than 25 Established Freezerworks Sites in Africa



Country	Institution	Installation Year
Botswana	Botswana-Baylor Children's Clinical Center	2014
The Gambia	The Medical Research Council (MRC) Laboratories-Tulane	2011
Ghana	Noguchi Memorial Institute for Medical Research/NYU	2005
Kenya	International Center for Reproductive Health (ICRH)	2010
Kenya	The Kenya Medical Research Institute (KEMRI)	2009
Kenya	Kenya Research Group (2 Sites) University of Washington	2011
Kenya	Armed Forces Institute Research Institute of Medical Sciences	2006
Malawi	Karonga Prevention Study (Malawi College of Medicine)	2012
Mali	SEREFO (HIV/TB) Research and Training Center (NIH)	2009
Mali	University of Medicine USTT	2014
Mali	Tulane University Center/ University of Bamako	2011
Mali	NIH/University of Mali	2009
Mozambique	Center for Infectious Disease Research in Beira/ MHRP	2010
Nigeria	University College Hospital	2014
Nigeria	Institute of Human Virology (IHV)	2009
Nigeria	The Walter Reed Program-Nigeria (WRP-N)	2010
Rwanda	International Center for Reproductive Health (ICRH)	2010
Senegal	University Cheikh Anta Diop/Tulane	2011
South Africa	Desmond Tutu HIV Foundation	2011
South Africa	University of Cape Town (2 sites)	2001
Tanzania	Mbeya Research Programme	2006
Uganda	Children's Foundation-Uganda (University of Baylor)	2010
Uganda	MU-UCSF Malaria Research Collaboration	2013
Uganda	Uganda Virus Research Institute	2009
Uganda	University of Washington	2009
Uganda	University of Washington	2009
Uganda	USAMC – AFRIMS HIV Vaccine Center	2006
Zimbabwe	University of Zimbabwe - UCSF Programme	2007

Open Source vs. Configurability?

- Open Source looks inexpensive at first but the costs of writing and maintaining code ends up being costly.
- Operating systems change constantly, adding to the cost of maintaining code in an Open Source.
- Open sourcing immediately breaks developer validation and causes confusion for who is responsible for correcting bugs – original developer or an in-house programmer?



Advantages of Configurability

- Lab personnel can make changes to screens, field and field requirements, and formats – saving time and money.
- Developer is responsible for validating on operating systems.
- Developer validates the delivered system. Configuration by lab personnel and IT does not break the validation. Configurability has already been validated.



CONFIGURABILITY...



Freezerworks
Sample Management Software

...IT'S IN OUR DNA

In our DNA? What does that mean?

- Freezerworks was developed for 60 labs at its inception – Not one key lab, and then modified for others. **Every lab is a key lab.**
- Configurability is not Customization – This **empowers** the laboratory, because lab personnel make it *their* program. Users make changes and additions to fields, screens, formats.
- Configurability frees up IT resources, and builds collaboration between IT and the end user.
- Configurability features are dependent on permissions – Labs restrict those who can configure, and those who cannot.



CONFIGURABILITY...



Freezerworks
Sample Management Software

...IT'S IN OUR DNA

Freezerworks is developed according to the FDA General Principles of Software Validation

Fully automated audit trail meets 21 CFR Part 11 requirements.

Track all data entry and update operations automatically

- Who made the change?
- What was changed? What was the old value?
- When was the change made?
- Reason for change (optional)



Freezerworks Unlimited

- Our Flagship Product
- Configurable
- Adaptable
- Version 6.0.02 released February 2014
- Enterprise
- Starts at \$10,000



Major Benefits

The screenshot displays the 'View Samples' interface for a specific sample. The top navigation bar includes 'Samples', 'Notes', 'Transactions', 'Audit Trail', and 'Attachments'. The main form is titled 'Cell Line Type: Resistant' and 'Cell Bank: Working'. It contains fields for 'Cell Line' (AS25331), 'Clone Name' (SP3445), 'Date Frozen' (04/15/2014), and '# of Vials Stored' (10). Below these are dropdown menus for 'Organism' (Human), 'Tissue' (Endometrium), and 'Morphology' (Leukemia). There are also input fields for 'Cryoprotectant Med.', 'Cells per Ampule', 'Split Ratio 1', 'To 1', 'Thaw to Density / ml', and 'Thaw to Sz' (T162). A 'Myco test Results' dropdown is set to 'Negative'. On the left, there is a green sidebar with the 'cell culture LABS Ltd.' logo and contact information for 'Administrative Contact' (Bob Smith) and 'Freezerworks Support'. At the bottom, there is a table with columns for 'Aliquot Number', 'Freezer Name', 'Freezer Section', 'Position1', 'Position2', 'Position3', 'Position4', 'Unique Aliquot ID', 'Thaws', and 'Vol Ur Colle'. The table contains 10 rows of data. Navigation buttons like 'Previous', 'Next', 'Change Form', 'Save', 'Save & Close', and 'Close' are visible at the bottom of the interface.

Aliquot Number	Freezer Name	Freezer Section	Position1	Position2	Position3	Position4	Unique Aliquot ID	Thaws	Vol Ur Colle
1	Freezer One Physical	Freezer One Shelf 1	A	1	A	6	100096	0	
2	Freezer One Physical	Freezer One Shelf 1	A	1	A	7	100097	0	
3	Freezer One Physical	Freezer One Shelf 1	A	1	A	8	100098	0	
4	Freezer One Physical	Freezer One Shelf 1	A	1	A	9	100099	0	
5	Freezer One Physical	Freezer One Shelf 1	A	1	A	10	100100	0	
6	Freezer One Physical	Freezer One Shelf 1	A	1	B	1	100101	0	
7	Freezer One Physical	Freezer One Shelf 1	A	1	B	2	100102	0	
8	Freezer One Physical	Freezer One Shelf 1	A	1	B	3	100103	0	
9	Freezer One Physical	Freezer One Shelf 1	A	1	B	4	100104	0	
10	Freezer One Physical	Freezer One Shelf 1	A	1	B	5	100105	0	

- Configurable for multiple groups
- Batch entry & update features save time and increase productivity
- Biobanking features for shipping aliquots, billing for services
- Testing module turns Freezerworks into a full featured LIMS
- Web enable or integrate with other lab software with web services API





Freezerworks Unlimited
Sample Management Software

Major Features

Freezerworks Unlimited

- Unlimited user-defined fields
- Create alphanumeric, numeric, date, time, true/false, and text fields
- Customize each field to utilize auto-incrementing ranges, default values, calculated values, and sample specific lists
- Build relationships between fields for better data integrity and ease of use

User Defined Fields: # 15 of 210 - admin

Properties | Default Values | Restricted Drop Down Lists | Calculated Fields | Formatting | Count Field | Dependencies | Screens | Field: Aliquot Type

Properties

Display Field Name:
SQL Field Name:
Field Type:
Field Length:
Associate with:

Index Field
 Many distinct values
 Many duplicate values
 Auto Incrementing Number w/Prefix
 Define Valid Ranges
 Define Drop Down List
 Drop Down List Modifiable by User
 Unique
 Define Default Values
 Count Field
 Calculated Field
 Double Data Entry Required
 Available for Batch Update
 Required Field
 Active

Dropdown List Configuration

Cells
Plasma
Serum
Swab
Tissue
Urine
Whole Blood

Add New | Modify | Import | Delete

Tool Tip

A tool tip is a message you can give the user about the field and how to enter the proper value when the cursor hovers over it on the entry screen.

Previous | Next | Save | Cancel



Configure Sample Entry Screens

- Design screens with your institution's unique branding
- Each group can have it's own unique screens and designs

The screenshot displays the 'Clinical Trials Plus' software interface. The main window is titled 'Clinical Trials Plus' and features a red header bar. Below the header, there are two main sections: 'Participant Information' and 'Protocol Visit Information'. The 'Participant Information' section includes fields for Participant ID, Race, DOB, Gender, and Ethnicity. The 'Protocol Visit Information' section includes fields for Protocol, Visit Date, Week, Day, Site Code, Nursing Services, Dietary Services, and Exercise Physiology Services. Below these sections, there are four columns for 'Serum Tubes', 'Plasma Tubes', 'Whole Blood Tubes', and 'Swabs', each with 'Expected' and 'Collected' checkboxes. At the bottom of the window, there is a table with columns for 'Aliquot Nu...' and 'Aliquot Type', and a 'Collected' column. To the right of the main window, there is a 'Available Fields' configuration panel with a list of fields and an 'Entry Order' dropdown. The bottom of the window has a 'Next' button, a 'Change Form' button, and 'Save', 'Save & Close', and 'Close' buttons.



Samples, Aliquots, Sub-Aliquots

Track the lineage

- Sample information above
- Aliquot information below
- Sub-Aliquot for derivatives, maintaining history of each vial

View Samples: # 15 of 64 - Freezerworks ID 100015 - admin

Samples | Notes | Transactions | Audit Trail | Attachments | Tests

User Defined & System Field Examples

Auto-generated

Auto ID:

Auto ID Prefix:

Record Detail

Created By:

Creation Date:

Creation Time:

Owner:

Data Validation

Result 1:

Result 2:

Result 2 Qualitative:

Result 3:

Counts

Aliquots Total:

of Aliquots with Positions:

Total Current Amount:

of Plasma Tubes:

of Serum Tubes:

Dropdown Lists

Protocol:

Facility:

Investigator:

Processing Lab:

Dates & Calculations

Collection Date:

Storage Date:

Process Days:

Keep Days:

Expiration Date:

Parse & Combine

UnitCode:

Barcode_Parse:

Site / Study:

Visit / Subject:

Positions | Lineage | Shipping History

Add Aliquots | Add Transaction | Modify | Batch Update | Modify List | Copy to Shipping | Delete | Sub-Aliquot | Checkout | Check In

Aliquot Number	Aliquot Type	Freezer Name	Freezer Section	Position1	Position2	Position3	Position4	Position5	Unique Aliquot ID	Current Amount
1	Plasma	Freezer One Physical	Freezer One Shelf 1	Rack A	Box 1	Row C	Column 2		100119	2
2	Plasma	Freezer One Physical	Freezer One Shelf 2	Rack A	Box 1	Row E	Column 2		100120	2
3	Plasma	Freezer One Physical	Freezer One Shelf 3	Rack A	Box 1	Row E	Column 1		100121	2

Previous | Next | Change Form | Save | Save & Close | Close



Freezer Configuration

Freezers

- Configure Freezerworks to match your freezers, liquid nitrogen tanks, or any other storage unit
- Track available and occupied spaces within your freezers
- Managing freezers saves money on freezer purchase costs

The screenshot shows a software window titled 'View Freezers: # 2 of 5 - admin'. It has three tabs: 'Freezer Sections', 'Security', and 'Location Defaults'. The 'Freezer Sections' tab is active, displaying a form for configuring a freezer. The form includes fields for 'Freezer Name' (Freezer One Physical), 'Description' (Demo Freezer), 'Freezer Type', and 'Location'. Below these is an 'Additional Information' text area. To the left of a table are buttons for 'Add New', 'Duplicate', 'Delete', 'Modify', 'Up', and 'Down'. The table has columns for 'Section Name', '# Subdivisions', 'Subdivision Names', 'Container', 'Unique Position', and 'NAP'. The table contains five rows of data.

Section Name	# Subdivisions	Subdivision Names	Container	Unique Position	NAP
Freezer One Shelf 1	4	Rack - Box - Row - Column	Vial	Yes	A - 1 - H - 1
Freezer One Shelf 2	4	Rack - Box - Row - Column	Vial	Yes	A - 1 - J - 1
Freezer One Shelf 3	4	Rack - Box - Row - Column	Vial	Yes	A - 2 - A - 5
Freezer One Shelf 4	3	Rack - Box - Position	Vial	Yes	A - 1 - 1
Bottom Shelf	1	Bag	Bag	Yes	1

Freezer Configuration

- Freezer sections within physical freezers
- Aliases allowed for labeling boxes, identifying specific racks
- Display and manage aliquots at box view

The screenshot displays the 'Explore Freezers -- admin' application window. On the left, a tree view shows the hierarchy: Cryo Tank > Freezer One Physical > Freezer One Shelf 1 > Freezer One Shelf 2 > Rack A > Rack D > Box 4 > Row A-D. Below this, a list of columns is shown with their corresponding sample types: Column 1: Cells, Column 2: Whole Blood, Column 3: Whole Blood, Column 4: Whole Blood, Column 5: Whole Blood, Column 6: Whole Blood, Column 7: Whole Blood, Column 8: Whole Blood, Column 9: Cells, Column 10: Cells. The main area is a 10x10 grid of aliquots, each represented by a colored circle with a label. The labels include 'Urine', 'Plasma', 'Cells', 'Whole B', 'Serum', and 'Tissue'. The grid is labeled with rows A-J and columns 1-10. On the right, a panel titled 'Contents of last Highlighted Aliquot' shows details for position G-5: Owner Name: admin, Freezerworks ID: 100005, Unique Aliquot ID: 100056, Aliquot Type: Cells, Current Amount, Gender, Investigator, Processing Lab, and Shipment Status. Below this is a 'Select Freezer Contents Display Format' dropdown menu set to 'Default Freezer Contents'. At the bottom, there are buttons for 'Delete', 'Assign Alias', 'Print Picture', 'Print List', and 'Done'.

Explore Freezers

- Search for samples by the box
- Right click to get a menu of various actions to perform on selected aliquots

The screenshot displays the 'Explore Freezers -- admin' application window. On the left, a tree view shows the hierarchy: Cryo Tank > Freezer One Physical > Freezer One Shelf 2 > Rack A > Rack D > Box 4 > Row F. The main area is a grid of aliquots labeled A-1 through J-6. A context menu is open over the grid, listing actions: Clear Positions, Delete Aliquots, Batch Update Aliquots, Create Sub-Aliquots, Add Transactions, Print Labels, Copy to Shipping File, Check Out, Export Data, Print User-Defined Report, and View Sample. A 'Contents of last Highlighted Aliquot' panel on the right shows details for position F-7: Owner Name: admin, Freezerworks ID: 100005, Unique Aliquot ID: 100049, Aliquot Type: Tissue, Current Amount: Gender: Investigator: Processing Lab.

Row	Col 1	Col 2	Col 3	Col 4	Col 5	Col 6
A				Urine	Urine	Urine
B			Plasma		Plasma	
C	Cells	Cells	Cells	Cells	Cells	Cells
D	Cells	Whole B	Whole B	Whole B	Whole B	Whole B
E	Serum	Serum	Serum	Serum	Serum	Tissue
F						Tissue
G	Tissue	Tissue	Tissue	Cells	Cells	
H						
I						
J						

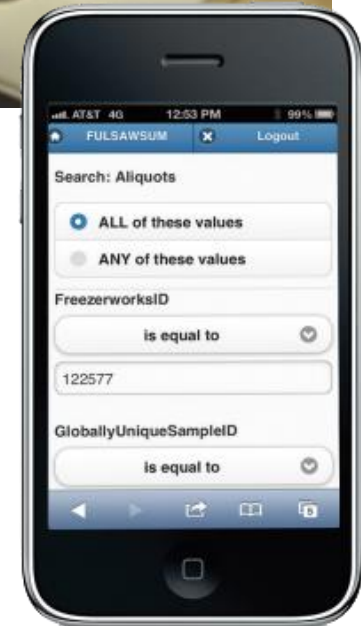
Labeling

- Configure multiple label formats
- Bar code on any field desired
- Add human readable information to your labels
- Default label formats for different specimen types/studies



Internet Accessibility

- Create web services with Simple Object Access Protocol (SOAP) API
- Freezerworks Remote Operation Search Tool (FROST) for web based searches
- Mobile app for searching and updating – open source



Check Out Features

- Check out inventory and track chain of custody
- Lock the Aliquot for modification
- Assign selected field values
- Hold or clear the freezer position

Explore Freezers: #1 of 1 - Freezerworks ID 100005 - admin

Samples | Notes | Transactions | Audit Trail | Attachments | Tests

User Defined & System Field Examples

Auto-generated

Auto ID: 500035
Auto ID Prefix: CC0000535

Dropdown Lists

Protocol: ABC100
Facility:
Investigator:
Processing Lab:

Parse & Combine

UnitCode:
Barcode_Parse:
Site / Study:
Visit / Subject:

Positions | Sub-Aliquot Form | Lineage | Shipping History

Aliquot	Aliquot Type	Freezer Name
5	Tissue	Freezer One Physical
6	Cells	Freezer One Physical
7	Tissue	Freezer One Physical
8	Tissue	Freezer One Physical
9	Tissue	Freezer One Physical
10	Tissue	Freezer One Physical
11	Cells	Freezer One Physical
12	Cells	Freezer One Physical

Buttons: Add Aliquots, Add Transaction, Modify, Batch Update, Modify List, Copy to Shipping, Delete, Sub-Aliquot, Checkout, Check In

Buttons: Save, Save & Close, Close

Shipping

- Create and track shipments
- Select Aliquots by any criteria desired
- Generate shipping manifests
- Record all shipment information



View Shipping File - Friedberg ship 4-14 - ID: 2

Shipping File | Notes

Shipment: Friedberg ship 4-14 **Total Aliquots:** 10 **Ship To:** Stanley Friedberg
Research Associates of Mountlake
100 N. 99th St.
Mountlake Terrace, WA 98043
USA

Shipping ID: 2 Allow other users access to the shipping file

Confirmation Status: Pending

Shipping Date: 00/00/00

Tracking #: 6436774456437

Shipping Method: Federal Express (USA)

Select List Format: System Default

Aliquot Confirmed	Freezerworks ID - 1^	Participant ID	Protocol	Week	Day	Aliquot Number	Unique Aliquot ID - 2^	Initial Amount	Cur
No	100004		ABC100	04	2	3	100014	0	
No	100004		ABC100	04	2	7	100018	0	
No	100005		ABC100			4	100048	0	
No	100005		ABC100			5	100049	0	
No	100005		ABC100			6	100050	0	
No	100005		ABC100			7	100051	0	
No	100006		ABC100			2	100058	0	
No	100006		ABC100			3	100059	0	
No	100006		ABC100			4	100060	0	
No	100011					5	100115	2	

Move Samples

- Save freezer space
- Consolidate freezers and save storage costs with Move Samples
- Powerful and easy to use
- Drag and drop, click and move

The screenshot displays the 'Move Samples' application interface. It features a 'Source' pane on the left and a 'Destination' pane on the right, both showing hierarchical tree views of storage locations. The 'Source' pane shows 'Cryo Tank 1' containing 'Cannister 1' and 'Cannister 2', each with 'Cane A' and multiple positions. The 'Destination' pane shows 'Cryo Tank 1' containing 'Master Bank', 'Monday', and 'Working Bank', with 'Working Bank' further divided into 'Rack A' (with 'Box 1' and 'Box 2: EMPTY') and 'Box 3: EMPTY'. Below these panes are two 'Contents of last Selected Aliquot' sections, each with a 'Picture List' grid. The left grid shows five yellow circles with IDs 100207, 100208, 100209, 100210, and 100211. The right grid shows a larger grid of circles with various IDs. At the bottom, there is a 'Move Aliquots' button and 'Save' and 'Cancel' buttons.



Reports

- User friendly report writer
- Link to Crystal Reports with Open Database Connectivity (ODBC)
- Can link Excel via ODBC
- Include bar codes

The screenshot displays two windows from the Freezerworks software. The left window, titled 'Print User Defined Reports', shows two tables: 'My Reports' and 'All Available Reports'. Both tables have columns for 'Name' and 'Description'. The 'Pull Report' is highlighted in green in both tables. The right window, titled 'Print Preview -- admin', shows a 'Samples Pull' report. It includes a 'Print' button, a scale of 100%, and page navigation (1 of 6 Pages). The report content includes a title 'Samples Pull', report time '14:48:08', and report date '05/12/14'. It lists sample details for two different Freezerworks IDs (100036 and 100037), including Participant ID, Protocol, Collection Date, Week, Day, Unique Aliquot ID, Freezer Section, and Position (1-5). Each entry includes a barcode. At the bottom right, it says 'Page Number 1' and 'This Report Was Generated by Freezerworks®'.



System Security

- Permissions assigned at the user level
- Access to Freezers and Samples assigned at the Group level
- User authentication with LDAP
- Entry forms and List Views assigned to Groups

Users: # 4 of 6 - admin

User Preferences Access Level

User Name: Default User Account Disabled

Password: xxxxxxxx

Enter Password Again: xxxxxxxx

Set Permissions

Inventory Sample Testing Billing

- View Samples
- Add Samples
- Modify Samples
- Delete Samples
- Move Samples
- View Aliquots
- Add Aliquots
- Modify Aliquots
- Clear Aliquot Positions
- Delete Aliquots
- View Transactions
- Add Transactions
- Modify Transactions
- Delete Transactions
- Modify Transaction Activities

- View Freezer
- Add Freezer
- Modify Freezer
- Delete Freezer
- View Freezer Section
- Add Freezer Section
- Modify Freezer Section
- Delete Freezer Section
- Batch Update Options
- Shipping Menu
- Contact Entry
- Import Data
- Export Data
- Update Import Formats
- Update Export Formats
- Bar Code Label Editor
- Configure Reports
- Print Reports

- Users
- Groups
- Sample Types
- User Defined Fields
- Transaction Activities
- Configure Samples Entry
- Configure Batch Entry
- Configure Samples List View
- Configure Aliquots List View
- Configure Transactions List View
- Configure Freezer Contents
- System Properties
- Enter Serial Number
- Add Modules
- Clean Up Invisible
- Maintenance

- Search Audit Trail
- Search Login Audit Trail
- Reassign Sample Ownership
- System Configuration
- Update Registration
- Search via SOAP Server
- Configure SOAP Searches
- Delete SOAP Searches
- Update via SOAP Server
- Configure SOAP Updates
- Delete SOAP Updates

Previous Next Print Save Cancel

Audit Trail

- Automatic system generated
- All changes recorded and entries protected
- Tracks the entire data history of every sample and vial automatically
- Searchable

View Samples: # 20 of 64 - Freezerworks ID 100020 - admin

Samples Notes Transactions **Audit Trail** Attachments Tests

Created by admin on 4/18/2014 at 12:03:41. Owner Name is admin

Samples Audit Trail Aliquots Audit Trail

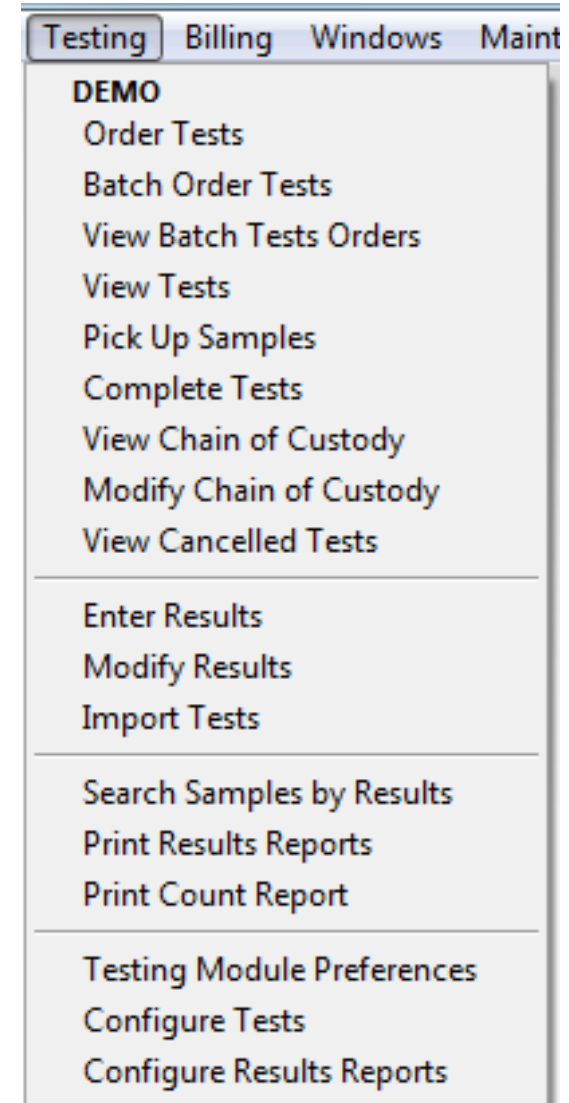
Date	Time	Field	Action	Original	New	User	Process	Reason
04/22/2014	10:18:10	Total Current Amour	changed	4	6	admin	Batch Update Aliquots	
04/22/2014	10:18:10	Total Current Amour	changed	2	4	admin	Batch Update Aliquots	
04/22/2014	10:18:10	Total Current Amour	changed	0	2	admin	Batch Update Aliquots	
04/18/2014	16:53:21	Process Days	added	0	2	admin	Batch Update Samples	
04/18/2014	16:53:21	Storage Date	added		04/18/2014	admin	Batch Update Samples	
04/18/2014	16:50:38	Process Days	deleted	0		admin	View Samples	
04/18/2014	16:50:38	Auto ID Prefix	modified		CC0000528	admin	View Samples	
04/18/2014	16:50:38	Auto ID	modified	0	500028	admin	View Samples	
04/18/2014	16:40:49	Site Code	added		Clinic A	admin	Batch Update Samples	
04/18/2014	12:20:25	Day	added		1	admin	Batch Update Samples	
04/18/2014	12:20:09	Week	added		01	admin	Batch Update Samples	
04/18/2014	12:04:40	Protocol	added		123	admin	Batch Update Samples	
04/18/2014	12:04:12	Collection Date	added		04/16/2014	admin	Batch Update Samples	
04/18/2014	12:03:42	Sample Date	added		04/16/2014	admin	Batch Entry	
04/18/2014	12:03:42	Date Frozen	added		04/18/2014	admin	Batch Entry	
04/18/2014	12:03:42	Investigator	added		Dr. Omar Perez	admin	Batch Entry	
04/18/2014	12:03:42	Number of Aliquots 1	Added		3	admin	Batch Entry	
04/18/2014	12:03:42	Number of Aliquots v	Added		3	admin	Batch Entry	
04/18/2014	12:03:42	Total Current Amour	Added		0	admin	Batch Entry	
04/18/2014	12:03:42	Collected Swabs	modified		0	admin	Batch Enter Samples	
04/18/2014	12:03:42	Collected Blood	modified		0	admin	Batch Enter Samples	
04/18/2014	12:03:42	Collected Plasma	modified		0	admin	Batch Enter Samples	
04/18/2014	12:03:42	Collected Serum	modified		0	admin	Batch Enter Samples	
04/18/2014	12:03:41	Freezerworks ID	Added		100020	admin	Batch Entry	
04/18/2014	12:03:41		Created			admin	Batch Entry	

Previous Next Save Save & Close Close



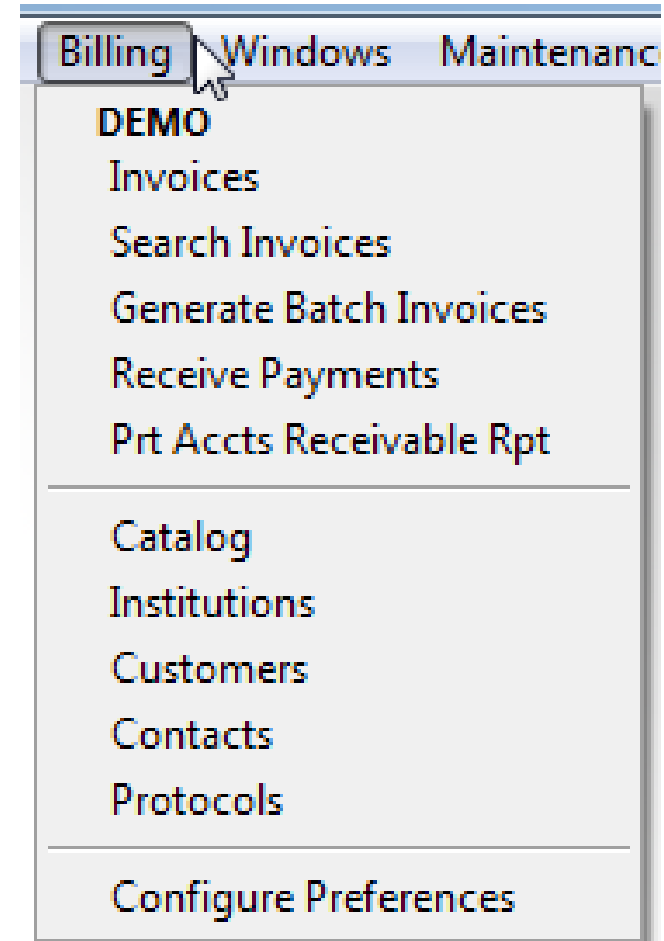
Testing Module

- Turn Freezerworks into a highly configurable LIMS
- Track tests and testing status
- Track chain of custody
- Print results reports
- Track productivity with report metrics



Billing Module

- Invoice for testing services, biorepository services or both
- Recover the costs associated with running a first class biobank and laboratory facility



Customer Care Program

Each Freezerworks software purchase includes a One-Year Customer Care Program with the following benefits:

- Free scheduled maintenance releases and software upgrades
- Technical support by telephone during regular business hours
- Access to emergency 24 hour support
- Technical support by email (response within 1 business day)
- Remote technical support via Online Meeting
- Full access to recorded training sessions and materials

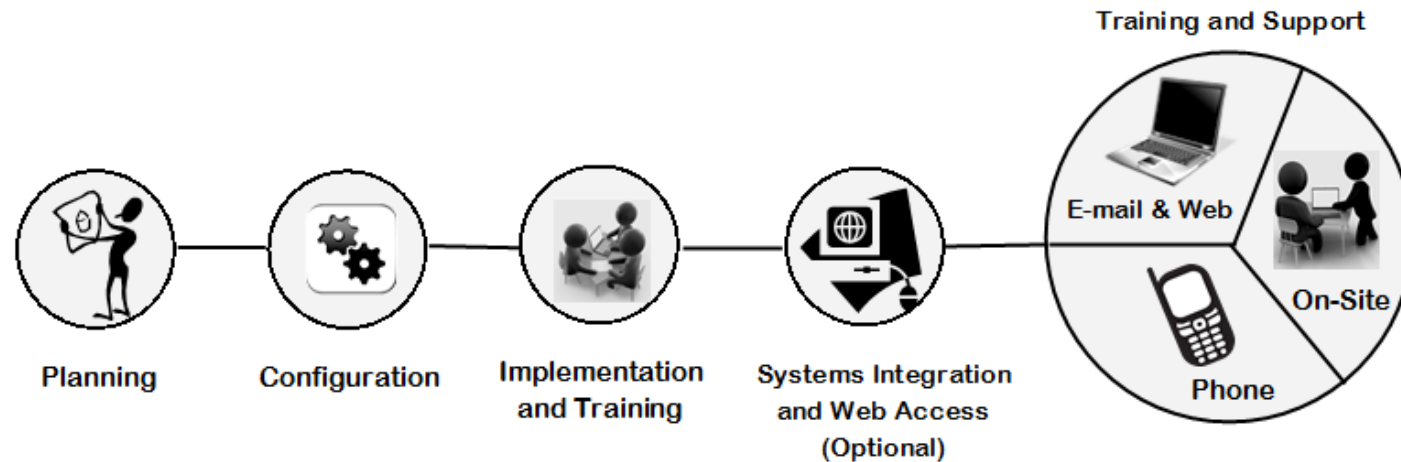


A Freezerworks implementation analyst will be assigned to assist you with the configuration of Freezerworks to match your workflow.



Implementation

- Implementation Assistance
- Each implementation is tailored to meet your needs
- Customer Care support package



Questions



Contact Information

Website: www.freezerworks.com

Email: sales@freezerworks.com

