

Hardware

Frequently Asked Questions

What do I need to consider when looking at hardware?

The type of hardware you require is largely determined by your practice goals; do you need the basics, or do you want to go chartless, implement Electronic Whiteboard or invest in digital imaging? All these factors play a role in making sure your system is equipped with the right tools for the job. The level of comfort your staff has with technology and their ability to adapt to change as well as where you plan to work can be huge factors, too. See the [Cornerstone Hardware and Operating System Guidelines](#) for more information.

What is IDEXX certified hardware?

IDEXX certified hardware is sold by IDEXX, tested to ensure compatibility with IDEXX Cornerstone* Practice Management Software and configured for optimal Cornerstone performance. This minimizes the time required to install and configure equipment because we preconfigure certain hardware before it ships to your practice. In addition, our technicians are trained to support these specific configurations to help minimize downtime and expedite solutions to technical issues.

What does “business-class hardware” mean?

Business-class devices are available from manufacturers like Dell™ and include components, configuration options and a warranty designed to meet the needs of a demanding business environment. IDEXX recommends business-class computers, printers and peripherals to ensure the best performance, reliability and warranty. When you're producing invoices and take-home instructions, processing payments and updating patient records for 8–12 hours a day, you want equipment that can handle the demand. Equipment intended for home use is designed for periodic use at a much lower volume.

What support options does IDEXX offer?

IDEXX provides different levels of telephone and remote support options that are designed to meet the needs of every practice. IDEXX also offers a per-device service for select hardware, Hardware Guardian Service. All options are listed below:

- Cornerstone Software Support
- Cornerstone System Support
- Cornerstone Sentry Support
- Hardware Guardian Service

Detailed information on all support options can be found [here](#).

What is Dell ProSupport™?

Dell ProSupport provides a premium level of support that includes phone support 24 hours a day, 7 days a week, 365 days a year. With ProSupport, you have the ability to schedule a technician to visit your practice if replacement parts are required. ProSupport is included as part of your IDEXX certified hardware purchase.

[See a full description of Dell ProSupport.](#)

Frequently Asked Questions *continued*

How often should I expect to upgrade my hardware?

In general, the recommendation is to upgrade your system every 3–5 years. Not only does this help to keep up with the latest technologies, but it will also help prevent additional expenses resulting from older equipment failure.