Technical Support Services

Support for All Experience Levels

Have you ever bought something you were really excited about but then avoided taking it out of the box because it seemed really complex to set up? Or maybe you managed to get it set up and figured out the basics but needed extra help to learn the pro features? If you've experienced this with personal technology, then you've probably noticed it can happen with laboratory technology too.

Learning how to use sophisticated physiologic monitoring tools doesn't need to be a solo journey. Let our experienced support team be your dedicated training partner in minimizing system challenges and setting you up for success in your studies. Whether you need help with start-up assistance for new systems, on-site training for specific applications, or something in between, our support team tailors your training to meet your needs. Plus, by learning in your own facility, your training is also tailored to your unique environment.

Schedule a consultation with our experts today!

Start-Up Assistance

With Start-Up Assistance, our support team is with you from the very beginning to set up and optimize the performance of your new system. Thorough system training is also provided to ensure you are comfortable running a study from "start" to "stop".

Customized Training

If you have specific training goals, our support team will work with you to design a curriculum to meet your needs and arrange travel to your facility or conduct all the training virtually so you can learn on your own system in your own unique space.

Customized training may include any combination of the following:
• System start-up assistance
• Orientation to DSI products
• Software training: acquisition & analysis
• Optimize the system to your unique environment

DSI™

Flexible Service

DSI Support is available online too! Explore DSI's Support Center at https://support.datasci.com or download the DSI Support Center app, available on the App Store and Google Play. Here you will find answers to questions and articles to help you understand your system and software.

Looking for help or additional training?

Schedule time with one of our Technical Support Engineers by going to https://go.oncehub.com/DSITechSupport. Pick from various products and topics to customize a one-on-one web-based training session. Need help right away? Visit DSI's Support Center and click on the "Chat" button to connect with one of our Technical Support Engineers who can assist with any questions.

With DSI Technical Support Services, you have the help you need for every stage in your unique physiologic monitoring journey. Visit our website at www.datasci.com/services or email us at Support@datasci.com to schedule a free consultation and explore how we can help.

Contact us today for more information and a free consultation!