



## **OGT Genomic Services Fact Sheet**

### **Changes to OGT's Genomic Services business**

Through our recent and successful completion of the Wellcome Trust Case Control Consortium (WTCCC) high throughput aCGH screening project, it has become clear that there is a demand for automated high throughput microarray processing. Automated processing offers significant improvements in reproducibility, throughput and data quality compared to traditional manual sample processing approaches. Due to these advantages, and the associated benefit of lowering sample processing costs for our customers, we have decided to transfer all projects to an automated protocol. As detailed below, the move to automated processing will require some changes to the minimum servicing requirements; however, we aim to make this transition as smooth as possible.

#### **What will change?**

The move to an automated sample processing protocol will require an increase in the minimum number of samples which can be processed at any one time to 46.

All future sample processing and design projects will focus on eukaryotic model organisms.

The minimum order value for eukaryotic service projects will be £15,000, equating to the minimum number of samples to be processed and/or a minimum quantity of arrays to be purchased. This translates to full servicing of approximately 46 samples as a minimum. Or, when taken as part of an average custom eukaryotic design project, this equates to approximately 15 slides of 8 x 15K format or 22 slides of 1 x 244K format in addition to the custom bioinformatics probe design.

For our pre-existing arrays (both OGT microbial array products and custom designed prokaryotic arrays), there will be a minimum order of 3 microarray slides regardless of slide format. A full list of OGT microbial array products can be found at: [www.ogt.co.uk/prokaryotic\\_designs.html](http://www.ogt.co.uk/prokaryotic_designs.html) .

Currently all quotations are valid for 30 days. It is at our discretion if quotations are re-validated after this period. This is temporarily being adjusted to take into account the transition period (see section "What happens if I already have a quotation from OGT, but I have not yet raised an order" below).

#### **What happens if I currently send OGT smaller batches of eukaryote samples over the course of a year?**

Unfortunately, we will no longer accept single service or design projects with a value below £15,000. Your OGT Account Manager will be able to advise on external array service providers willing to accept these smaller projects.

If you currently send multiple batches of samples to OGT over a 12 month period, we will discuss consolidating this into an annual contract, subject to this meeting our minimum volume requirements.



### **Can I collaborate with other researchers to meet the OGT minimum requirements?**

If you are able to collaborate with other researchers to increase your order value to above £15,000, OGT would be happy to discuss your project with you and your fellow collaborators. A single payment above the minimum requirement will be required.

### **What happens if I already have a quotation from OGT, but I have not yet raised an order?**

We have decided to offer the following commitment during this changeover:

Our existing quotation policy, where all quotes are valid for a 30 day period, is temporarily being adjusted to take into account the transition period.

Historical quotations issued after 31<sup>st</sup> October 2009 will now remain valid until 1<sup>st</sup> April 2010. To take advantage of this extended validity period, a purchase order for that quotation should be placed before midday on 1<sup>st</sup> of April 2010. Purchase orders received after midday on the 1<sup>st</sup> April 2010 that do not meet minimum requirements will not be processed.

As of the 1<sup>st</sup> April 2010 we will return to the original 30 day quotation validity period.

### **What happens to projects that are currently in design or being serviced?**

We will endeavour to complete current projects as quickly as possible within the originally agreed timeframe.

### **What happens if I have placed an order but the project has not started?**

If you have placed an order but your project has not yet started, we would ask that you contact your OGT Account Manager to discuss a suitable timeframe for completion.

### **Can I still buy OGT arrays?**

Custom microbial array design projects will no longer be undertaken.

We will continue to sell our range of microbial/eukaryotic arrays; however, no modifications to these designs will be possible. A minimum order of 3 microarray slides must be placed at each time regardless of slide format.

We will continue to manufacture arrays for customers that have completed array designs in the past. A minimum order of 3 microarray slides must be placed at each time. If you require modifications to previous designs, please discuss your options with your OGT Account Manager, as OGT cannot offer any further modifications.

### **Can OGT recommend another service provider to process samples in smaller numbers?**

There are several academic core microarray processing facilities throughout the UK, which may be able to process your samples. Please contact your OGT Account Manager for more advice or talk directly with these core facilities to discuss their service offerings.



### **Where can I find out more?**

We hope this fact sheet addressed any questions you might have; however, if you require further information or advice, please contact Rachel Harper by telephone on +44 (0)1865 856830 or by e-mail at [rachel.harper@ogt.co.uk](mailto:rachel.harper@ogt.co.uk).