



Omnicell End of Life / Service Frequently Asked Questions

Over time changes in the industry and advancements in technology lead to new innovations, and at the same time older products may need to be phased out due to obsolescence and other factors that affect long-term reliability. As a result of this natural product lifecycle, Omnicell is announcing the end of service for PandoraSQL analytics.

End of Life / Service

1. Is the “end of contract” and “end of time and materials (T&M) service” the same?

Yes, these terms refer to the same thing, and you may hear them used interchangeably in our communications. They both indicate the date in which service will no longer be available for the specified product.

2. What does EOS mean?

EOS (end of service) means the date after which Omnicell will no longer provide service for the product, including T&M service.

3. Why is PandoraSQL being discontinued by Omnicell?

Products reach the end of their useful life for a variety of reasons. Omnicell is committed to developing ongoing advancements to Pandora Analytics, and the latest PandoraVIA core technology provides a more robust foundation upon which we can develop improved analytics functionality. The Pandora Clinicals application, built on this new technology, is designed to better meet today’s challenges.

4. Why should I migrate to Pandora Clinicals?

The Pandora analytics core technology offers clear advantages over the PandoraSQL version, and the new Pandora Clinicals solution will help you save time, improve security, and give you more flexible and robust reporting choices. Significant advancements include:

- Actionable and intuitive dashboards, reports, and proactive alerts – Customize your home page with the new widget feature that saves your team time and enhances the reporting experience. Widget graphs provide at-a-glance insights right on your home screen and allow you to quickly click through to the desired levels of detail.
- Security enhancements – The enhanced security platform is built around the latest Microsoft Technologies (WCF, .NET, MS Reporting). Product security can be integrated with your Microsoft Active Directory server.
- Enhanced export and report distribution functionality – You can efficiently export your report data into an Excel, CSV, PDF, PNG, or XML file type; others will be added over time. This versatility allows users to easily choose the optimal file format for their needs.
- Consolidated software deployment – Microsoft’s ClickOnce technology supports easy client deployment, cutting workstation installations down from minutes to seconds. No more end user permissions, database access, or frustrating FTP downloads.
- Enhanced training offering – Two options for training are now available: live instructor-led or web-based courses. Users have the flexibility of participating in one of the daily live instructor-led trainings or learning at their own pace with the online video-based trainings that cover every aspect of Pandora software.

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Special Upgrade Offer

5. What are the details of the PandoraSQL Upgrade offer?

We are pleased to announce that, for a limited time, all active PandoraSQL customers are eligible for the following offer*:

- **15% discount on Pandora Clinicals software license(s)**

**Please note that this discount is available for purchase and lease options only. This discount is off of the standard USA price list and excludes any discount on related service prices. Offer expires December 31, 2013. Please contact our sales team at 855 306-7926 for additional information.*

6. Does the PandoraSQL Upgrade offer apply to all customers?

All active PandoraSQL customers are eligible for the offer mentioned above.

Server Requirements

The Pandora items (product IDs: PVI-) quoted are for software license module(s) and associated services and training only. Deployment and installation of the Pandora software license modules requires customer provided server(s). Server costs are at the sole expense of customer.