

High Content Profiler Customer Announcement



In September 2019, PerkinElmer announced the sunset of its High Content Profiler software (<http://informatics.perkinelmer.com/Support/SupportNews/details/?SupportNews=236>).

On September 3, 2020, High Content Profiler (“HCP”) as an independent product will reach End of Life (“EOL”). During the sunset phase, we will continue to provide limited support to each customer with an active maintenance plan for this Product, as described in PerkinElmer’s Product Life Cycle policy. Once EOL is reached, PerkinElmer will no longer provide support for HCP, except for the support options described in the PerkinElmer Informatics Product Life Cycle.

Please refer to the most frequently asked questions below. Please contact us for further information.

Q Why Should I Upgrade to Signals Screening?

A Signals Screening is ideally suited for many different screening technologies and throughputs like HTS, HCS, SPR, Kinetics, and Flow. With Signals Screening, scientists can address all aspects of screening data analytics - from assay development, QA/QC, to publishing of end points/results. High Content Profiler enabled HCS and HTS Scientists to analyze and validate on a single, TIBCO Spotfire®-based platform. Both these workflows can now be comprehensively addressed, alongwith a variety of different techniques, in Signals Screening. Signals Screening is a simpler, easier, and more efficient yet consistent way to manage screening data (both from the end user and IT standpoints) from a variety of screening techniques in one platform.

Q Does Signals Screening Cover 100% of the Features Available in HCP Today?

A Yes, 100% of the functionality in High Content Profiler is now available in Signals Screening. Here is a quick overview of features available in each of the products:

Signals Screening vs HCP vs HCP Pro

	HCP	HCP Pro	Signals Screening
TIBCO Spotfire® License			
HCP App incl. single object analysis, heat maps, PCA, feature selection, classification, unsupervised machine learning, basic HTS analysis	✓	✓	✓
t-SNE App	X	X	✓
SciStream / Import App	X	✓	✓
Columbus Navigator	✓	✓	✓
Image Discovery	✓	✓	✓
Scientific Utilities	X	✓	—
Lead Discovery	X	✓	✓
Image as Map Chart	X	✓	—
Omicsoffice for Qpcr	X	✓	—
Apps for HTS Analysis	X	X	✓
Apps for SPR Analysis	X	X	✓

*Above chart compares core High Content Profiler functionality available in High Content Profiler and High Content Profiler Pro that is also available in Signals Screening (depicted by green tick mark).

Q Can I buy HCP Standalone?

A PerkinElmer will no longer offer HCP as a standalone product going forward. To access the capabilities of HCP, customers will need to purchase a license for Signals Screening.

Q What about High Content Profiler Pro?

A High Content Profiler Pro is part of the EOL announcement and will no longer be available as a standalone product. Support for this product will also conclude on September 3, 2020.

Q I Have a Personal Subscription to HCP, What Options Do I Have?

A Currently, all personal subscriptions to HCP will work just as before, without any change. In Q3 2020, the server supporting personal subscriptions for HCP will be upgraded to support the Signals Screening product. You will receive email notification with further instructions and details once the upgrade is complete.

Q I Have a Personal Subscription to HCP Pro, What Options Do I Have?

A Currently, all personal subscriptions to HCP Pro will work just as before, without any change. In Q3 2020, the server supporting personal subscriptions for HCP Pro will be upgraded to support the Signals Screening product. You will receive email notification with further instructions and details once the upgrade is complete.

Q How Long Will my Current HCP Instance Be Supported?

A Current High Content Profiler versions will be supported until September 3, 2020.

Q I Only Need Access To HCS/HTS Data Analysis Capabilities. Should I Still Upgrade to Signals Screening?

A Yes. All screening data analytics workflows are now grouped together in Signals Screening. PerkinElmer currently does not offer a single workflow-based screening software package.

Q How Much Does Signals Screening Cost?

A Please contact us to learn more about Signals Screening capabilities and pricing.

Q I Don't Know Who to Contact for Renewals.

A PerkinElmer will not be accepting renewals for High Content Profiler going forward. Please connect with us at Customer_service@PERKINELMER.COM to discuss appropriate path forward.

Q What is the Latest Signals Screening Version Available?

A Signals Screening 2.4.1 is the latest version available for download. If you would like to stay updated, please bookmark this link for future release announcements.

Q Do I Need Special Hardware/Software to Install Signals Screening?

A The Signals Screening HW/SW guide is available here. Please review your current infrastructure using this guide for reference. Contact us if you have further questions or need help.

Q I Need Help to Move My Data From HCP to Signals Screening.

A We would be happy to walk you through the steps, or you can leverage our services expertise if needed. Please contact your account manager for further information.

Q My HCP Subscription has Expired. How Can I Get Access to Signals Screening?

A Please contact your PerkinElmer account manager with your interest. We would be happy to assist you in getting access to the latest screening software.

Q I use TIBCO Spotfire® to Analyze Screening Data. Can I use Signals Screening?

A Signals Screening leverages the flexibility offered by the data visualization capabilities of TIBCO Spotfire®. Please contact your account manager to discuss license terms and pricing.

Q I use Columbus and HCP for Data Analysis. Can I use Signals Screening?

A Yes! HCP is packaged as an app within Signals Screening. You can still import data from Columbus into Signals Screening, just as you did with HCP.

Q What will Happen Once my Maintenance Contract Expires?

A At the end of your HCP maintenance contract, you may purchase PerkinElmer Signals Screening licenses. Annual and term licenses are available for purchase. Please contact your account manager for further information.

Q I Have Perpetual License to High Content Profiler. Do I Have to Upgrade to Signals Screening?

A All High Content Profiler perpetual license holders are also eligible for test licenses of Signals Screening. Once the test licenses expire, you may purchase licenses to Signals Screening or continue using HCP albeit without maintenance or support following September 3, 2020. Please contact your PerkinElmer account manager for further information.

Q What's on the Roadmap for Signals Screening?

A It's a very exciting time for the Signals Screening development team as they continue to build upon the Signals platform and add advanced capabilities for screening techniques such as Flow cytometry, Kinetics, etc. We'd love to share the roadmap. Contact your account manager to set up a strategic roadmap discussion with our team.

Q Is There Training Available for Signals Screening?

A Absolutely. Please contact your account manager and we'd be happy to review training options with you.

Q Can I Login using the Same Username/ Password Combination to Signals Screening?

A Login to Signals Screening is the same as your Spotfire instance login. Please contact us if there any issues accessing the software once you have upgraded the software package.

Q I Don't Know Who My Sales Contact is.

A Contact us at Customer_service@PERKINELMER.COM and we'll get you in touch with the right team.

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