



Service/Sale End



Wednesday, December 6, 2023

Customer Notification – End of Life for the BaseSpace™ Variant Interpreter v2.17

Dear Customer,

I'm writing to inform you that Illumina will soon be obsoleting BaseSpace Variant Interpreter v2.17.

We have two alternative tertiary analysis software products on market that will provide our customers with an optimized and up-to-date interpretation workflow.

- Emedgene™ helps laboratories reduce interpretation time of rare and inherited disease through the application of Explainable AI and automation. [Request a demo.](#)
- Illumina Connected Insights streamlines interpretation of somatic oncology assays from data to a meaningful report by automating workflows and enabling access to a broad range of external oncology knowledge bases. [Request a demo.](#)

We are making this change as part of our ongoing effort to streamline our portfolio to ensure we offer the highest quality software products. Emedgene and Illumina Connected Insights are updated regularly so that our customers may benefit from compatibility with the latest Illumina technology.

We will continue to provide support for BaseSpace Variant Interpreter v2.17 until June 6, 2024.

What This Means For You

After June 6, 2024, BaseSpace Variant Interpreter v2.17 will no longer be accessible. Please contact your Illumina Representative to initiate a free trial of Emedgene for germline or Illumina Connected Insights for oncology to ensure continuity for your annotation and interpretation workflows.

Products to Be Obsolesced

Products to be Obsolesced	Alternative Software Products
BaseSpace Variant Interpreter v2.17	Emedgene
	Illumina Connected Insights

Important dates for BaseSpace Variant Interpreter v2.17 being made obsolete:

- Last access date: June 6, 2024

We're Here to Help

Technical Support:
techsupport@illumina.com

Customer Care:
customer care@illumina.com

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We recognize the impact that an obsolescence notice may have on your operation. We are committed to providing you with the highest quality service and support during this obsolescence process.

For questions or concerns, please contact Illumina Technical Support at techsupport@illumina.com. We greatly appreciate your continued business.

Sincerely,

The Customer Notification Team
Illumina, Inc.
Website: www.illumina.com

Why You're Receiving This Notification

You are receiving this notification because our records indicate that you are the appropriate contact for your organization for product changes, product obsolescence, and quality issues.

Please be aware that these notifications contain essential information about our products and are not marketing communications. As such, you may receive these notifications despite having opted-out of receiving marketing communications from Illumina. If you are not the appropriate individual in your organization to receive these notifications, you may unsubscribe from these notifications by [submitting this form](#). For more information, please see our [Privacy Policy](#).

Technical Support:
techsupport@illumina.com

Customer Care:
customercare@illumina.com

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