



Technical overview

IDEXX Neo™ is a cloud-hosted web application built on the same web technology used by millions of websites and web applications globally.

You can access IDEXX Neo securely from any device with sufficient Internet performance speed and a compatible web browser. Compatible devices include desktop computers, laptops, tablets, and smartphones. At least one Windows workstation is recommended in order to print labels.

Here is more information about how to best use IDEXX Neo in your practice.

Hosting

IDEXX provides hosting services for your Neo application, so your practice doesn't need to worry about server costs and maintenance, software updates, application network configuration, data backups, or file storage – we do it for you. IDEXX Neo uses Amazon Web Services® (AWS®) as our hosting partner. AWS has over one million business customers and billions of dollars invested in computing data centers worldwide. That means we run Neo on the same safe and secure infrastructure as Netflix®, MLB®, Airbnb®, COMCAST®, Pfizer®, NASA®, and of course Amazon® itself.

AWS provides datacenter redundancy to protect against regional outages (e.g., natural disasters). As part of your subscription to IDEXX Neo, your data is *always* backed up, and there is no need to subscribe to a separate data backup and recovery service.

Internet speed requirements

IDEXX Neo only requires a basic connection to be used effectively, unless you have more specific needs. An Internet connection that allows you and your staff to use common Internet sites simultaneously will be all that you need to support the use of IDEXX Neo.

In order to determine the Internet speed that is best for your practice, consider the following:

- How many users are in your practice?
- What types of things do your staff do on the Internet (email, online banking, online research, downloading or uploading large files)?
- If any video streaming is done, that could mean you'll need an upgrade to Internet service with above average speeds.

While IDEXX cannot predict your future Internet capacity and performance (only your Internet service provider, or ISP, can), we can link you with free, publicly accessible tools and services that will help you to quickly measure your practice's Internet performance in order to understand whether IDEXX Neo will operate effectively in your current environment.

Recommended Internet speed

As a reference, we highly recommend that for an average 7–10 user practice, the practice's Internet connection be able to support a minimum speed of 3 megabits per second (mpbs) for an Internet throughput application like IDEXX Neo.



Internet speed requirements *continued*

To determine your current Internet speed, you can visit any of the following websites:

bandwidthplace.com

openspeedtest.com

speakeasy.net/speedtest

speedof.me

Of course, it is always a good rule of thumb to contact your practice's ISP to discuss the capabilities, options, packages, and pricing that would best suit your business needs for accessing a cloud-hosted, business application like IDEXX Neo.

Browser recommendations

We recommend the latest version of Google Chrome™ to have the best experience using IDEXX Neo. You will not have to worry about updating Chrome; it will do so automatically.

If you need to download Chrome, go [here](#) to do so.

Security

At IDEXX, we take data security and the privacy of your information very seriously. This means that your data is secure and protected from unauthorized access both while it is being transmitted to your practice information management system and when it is stored in the cloud. IDEXX Neo uses the strongest encryption available (256-bit SSL) for each and every computer that connects to Neo. That is the same type of security that major financial and health institutions have put in place. You get top security practices that are put in place by our partner, Amazon Web Services. You can also rest assured that we took an extra step to have an independent security assessment run on Neo to make sure that we are as secure as possible. You don't have to worry about your server crashing; with us you will never lose anything. Data backup takes place throughout the day while you are working.

Printing

Neo Cloud Print is a free, integrated cloud print solution included in your Neo subscription that allows your staff to print to any of your practice's connected printers from Neo on any device - from anywhere!

IDEXX Neo uses Neo Cloud Print to enable one-click printing of labels. IDEXX Neo includes built-in in-depth training for printing. We recommend Zebra® ZD411 for label printing. IDEXX also supports the following *discontinued* printers: the Zebra® ZD410, LP2824, and LP2824 Plus; and the DYMO® 400 and 450 including regular and turbo versions. For prescriptions and other general labels we support 2 3/4" x 2 1/18" labels known as DYMO reference 30258 or 30324 and IDEXX reference DYMOPD, DYMODB, DYMOV, or DYMOPAW. Note that we do not currently support other label printers or label sizes than those listed here.

In case of an Internet outage

We recommend that you have at least one or two devices, such as tablets, on a wireless data plan (i.e., from a provider such as AT&T™ or Verizon®) to use as backup in case your Internet connection is lost.