

10 February 2023

Bartender for the Laboratories

What was the up-front cost of installing Bartender for the Laboratories, how much per year is the on-going support of Bartender, and what level of service does this support contain - I.E. what hours are bartender support available, what guarantees do they give to up-time etc.

The cost of purchasing Bartender was approximately £2,500, but is dependent upon the number of printer licenses that are required.

The Trust has a support contract for the software and allows FOC upgrades to all software versions, at a cost of approximately £1900 per year.

Bartender was purchased by the Biochemistry Laboratory a number of years ago. The software is hosted on a Trust supported virtual server, therefore the supplier cannot guarantee uptime. There is an ongoing support contract which will be due for renewal in the next few months.