BD FACSLink™ Software – Change of distribution

Frequently asked questions

1. **What is changing?**
   Data Innovations LLC (DI) manufactures the product "Instrument Manager" (IM), which has been licensed to BD for distribution under the brand name BD FACSLink™ Software. After many successful years of partnership with DI, BD will stop selling BD FACSLink™ Software on December 31st, 2025.
   All current contracts will be honored till the end date. New Maintenance and Support contract renewals will not be supported by BD beyond, December 31st, 2026. If you wish to continue your current service beyond these dates or after your contract expires, Data Innovations will become your commercial partner.

2. **Why is this changing?**
   BD FACSLink™ software uses IM software version 8.17 and below. Data Innovations recently announced their decision to end-of-life these versions of their IM software. Because of this decision, BD has decided to simplify the operating model to ensure customers are provided with maximum flexibility and coverage directly from Data Innovations, regardless of their IM software version.

3. **Is BD FACSLink™ being discontinued?**
   While the brand name "BD FACSLink™ Software" will go away, the underlying software "Instrument Manager" (IM) will continue. The only change is BD will no longer distribute and support BD FACSLink™ Software beyond the dates above. Your commercial partner for procurement and support will become Data Innovations.

4. **How long do I have to make the switch?**
   BD will stop distributing BD FACSLink™ Software on December 31st, 2025. Although we encourage you to switch to DI account management as soon as possible, BD will support renewals payments for calendar year 2026 as a transition period. All accounts must be transferred to DI by December 31st, 2026.

5. **What action do I need to take?**
   After you transition account management to Data Innovations, you will be able to renew or upgrade your current Instrument Manager solution directly through Data Innovations
   - Current BD FACSLink™ Software version (Instrument Manager v8.17) will go End-of-life January 1, 2027, when it will be considered a "legacy" version. More information can be found here.

6. **What do we have to do to complete the transition to DI?**
   To get started with the transition to DI, complete the form on this page.

7. **What happens if we do not transfer accounts?**
   Not transferring prior to BD FACSLink™ Software version (Instrument Manager v8.17) going End-of-life January 1, 2027, means your organization will be running an unsupported legacy version of IM.

Customers who use legacy versions of Instrument Manager typically have outdated hardware, operating systems, and databases. While IM is a very stable product, legacy versions do not receive cybersecurity updates or performance enhancements. Review the [IM version history](#) to see the list of new features you will receive when you upgrade to the latest version.

8. **Will there be any price difference between BD FACSLink™ Software and Data Innovations Instrument Manager packages?**
   BD has always aligned BD FACSLink™ Software list price with DI's IM list prices. Therefore, you should not experience any pricing differences between BD FACSLink™ Software and DI IM packages. Once transferred to DI account management, there will be no additional cost for software to upgrade to your IM system if you have a valid Maintenance and Support agreement with DI.

9. **How will future renewals be handled?**
   DI will now handle commercial partnerships, including the processing of annual renewal payments, instead of BD. Upon becoming a direct customer of DI, you will receive a welcome packet that includes information concerning DI renewals, support, and services.

10. **Will there be any service disruptions during the transition?**
    Customers who are current with their Maintenance and Support payments will not face any service disruptions during the transition period

11. **What technical service differences might I encounter between DI and BD after the transition?**
    As the product manufacturer, DI has been providing Maintenance and Support services from the beginning of your implementation. BD has only handled initial issue triage but then forwarded issues to DI for investigation and resolution. Therefore, there should be minimal differences in service.

12. **What IM upgrade services are available?**
    DI offers several packages to support any future upgrade needs, ranging from self-upgrades to standard packages for high-complexity IT configurations. More information on upgrade service options can be found [here](#). Your DI account manager will be able to assist you with any upgrade needs.