LABWARE
LIMS *Solutions*

Results Count

"Silliker is the world's leading contract food testing organization with over 20 laboratories located around the world. As part of our continuous drive to provide high-quality service and quick turnaround time to our customers, we implemented LabWare LIMS in all our U.S. testing laboratories, with a roll-out to our international sites planned over the next year. LabWare LIMS allows us to run our business more efficiently by further standardizing our analysis methods, capturing all customer demographics, customer-specific analysis methods, and customer/product testing specifications, and implementing electronic laboratory worksheets and workbooks. LabWare LIMS lets us provide information to our customers in a format that allows them to quickly make important business decisions, rather than wade through reams of data."

Larry Vaerewyck, Director—MIS
Silliker Laboratories

A Proven History of Success

As the market leader in global LIMS applications, LabWare has been providing successful laboratory information management solutions to corporations for over 15 years. LabWare is the only supplier with a proven history of on-time, on-budget implementations for complete, no-compromise solutions. As a result, LabWare has an enthusiastic and loyal user base. The majority of LabWare customers are Fortune 500 companies, using their LIMS across multiple sites.

Lower Cost of Ownership

LabWare LIMS is the world's first client-configurable LIMS and provides more out-of-the-box functionality than any other LIMS product.You can set up and maintain your LIMS without the need for programming. One of the major advantages of this architecture is the ease of upgrades and validation. System implementation times and costs are also much lower with this approach. Simply put, LabWare LIMS has a lower total cost of ownership than other commercial LIMS applications.

Customer-Focused Solutions

LabWare's focus is on meeting the needs of the laboratory from a user perspective. LabWare is a "technology enabler," making the introduction and utilization of new technology transparent to the customer. We provide the seamless integration of industry-leading reporting tools within our LIMS, such as Crystal Reports, Microsoft® Word and Excel, Adobe® Acrobat®, and reports generated in HTML and XML formats. This allows users to access and work with their laboratory data in a secure environment. LabWare also supports industry computing standards for open architecture, enabling you to move to new hardware platforms and operating systems as they become readily available.

People and Locations

The worldwide headquarters for LabWare is in Wilmington, Delaware, U.S.A., and all research and development activities take place at this location. LabWare has sales and support facilities all around the world. LabWare has developed a leadership position in the industry by employing the best LIMS experts in the field. All LabWare employees have at least five years of LIMS experience, and the combined experience is more than 800 man years. LabWare combines the talents of chemists and biologists with engineers and software experts to develop products focused on the needs of laboratory users. Where other LIMS vendors are struggling to keep up with the development, implementation and support of multiple LIMS applications, LabWare LIMS provides all the functionality required by any enterprise in a manner easily configured and managed by the user. This is what sets us apart from all other LIMS suppliers.

Industries and Customers Served

LabWare LIMS is in daily use in over 50 countries around the world. The National Language Support utility provides the ability to easily translate and manage different language environments.

LabWare LIMS is used in many around-the-clock operations and provides tools to assist ISO 9000-registered companies in maintaining their accreditation. LabWare has had more global rollouts to date than any other vendor in the industry.

The use of open systems standards by LabWare, coupled with the scalability of LabWare LIMS, allows international companies to implement our software at multiple sites around the world in short periods of time. IT architectures commonly used in each country are supported by LabWare.

LabWare LIMS is codeveloped through business partnerships with many of our customers who provide continuous feedback into the development of the product. This allows us to deliver industry-proven solutions that can be installed with complete confidence.

User Groups—An Invaluable Resource

LabWare users are very active and involved in the ongoing development of LabWare products. LabWare provides an online forum for discussion and exchange of ideas among users, staff members and consultants around the world. Annual User Meetings are held in North America, Europe, Australia and Africa. LabWare also supports Strategic Action Committees that bring together companies with similar business goals.

A Natural Fit for Regulated Environments

Many of the world's leading pharmaceutical and food companies are currently using LabWare LIMS in FDA-regulated environments. LabWare LIMS is fully 21 CFR Part 11 compliant and supports paperless lab environments. LabWare's Quality Program has been successfully audited by validation groups from major pharmaceutical companies. As part of its Quality Program, LabWare supplies validation scripts with every release for customers to use with their own internal validation. LabWare LIMS provides security control above the recommendations laid down by GALP, and a comprehensive audit trail follows all data throughout the system. Many of LabWare's customers are accredited and/or regulated by governing bodies such as the FDA, NAMAS and ISO. LabWare works with the FDA and other agencies to stay ahead of regulations, so you can be assured that LabWare will be prepared to handle new rulings that are presented, allowing you to concentrate on your business.

The Integration Experts

The LabWare staff includes some of the most experienced instrument integration experts in the world. For over 15 years, thousands of analytical instruments such as balances, GCs, AAs and ICPs have been connected to LabWare LIMS. LabWare LIMS incorporates an effective methodology for integrating simple instruments such as balances and pH meters that allows them to be connected and downloading data in minutes. Our LabStation™ software integrates complex instruments in a robust manner. This greatly improves efficiency in the laboratory and eliminates transcription errors. LabWare LIMS can also check to see whether the instrument is within its calibration period and flag the use of uncalibrated instruments. The LIMS application will alert laboratory staff when instruments require calibration and preventive maintenance.

LabWare has integrated LabWare LIMS with many ERP and MRP II systems, facilitating smooth data flow from manufacturing through the laboratory. LabWare has been an SAP partner since 1996. LabWare LIMS has been connected to iBaan Process Solutions, BPCS, Movex, J.D. Edwards and many home-grown manufacturing systems.

Chromatography Data Systems, like Waters Millennium[32] and Empower software, are seamlessly integrated to the degree that users can't discern which program they are actually using. Likewise, users can "drill-down" from LabWare LIMS into other applications like Scientific Data Management Systems and Documentum.

LabWare LIMS provides the ability to chart test data in real-time for process control. For in-depth evaluation and storage, LabWare LIMS has been connected to many statistical and data warehousing systems, including SAS and NWA as well as OPC-compliant process systems.

Services

LabWare provides a variety of services to allow companies to implement LIMS technology according to their timelines and resource constraints.

Training

Qualified instructors provide in-depth training courses at LabWare training centers around the world. Training is provided in a hands-on manner with small classroom sizes, allowing the instructor to work closely with each individual. Most of LabWare's customers follow the LabWare LIMS Certification Program and become certified administrators of LabWare LIMS.

Implementation

LabWare has developed a successful and proven implementation methodology known as Goal-Oriented LIMS Delivery (GOLD). GOLD takes the best ideas from the IT industry and applies them to LIMS:

• Powerful, flexible tools that maximize reuse and productivity.

• Effective project management techniques that fully utilize evolutionary and participatory techniques while maintaining tight time scales and regulatory compliance.

• Provision of the best implementation team for a particular business, country and culture.

LabWare ensures the quality of its implementation staff by requiring all consultants to pass a Consultant Certification Program for LabWare LIMS. This means that your installation will be led by an experienced, qualified professional. LabWare has a proven history of on-time, on-budget delivery of LIMS solutions in all industry areas.

Support

The configuration-driven architecture of LabWare LIMS makes it easy to support. All configurations are stored in the database, so LabWare's support staff can replicate the user's environment easily. Telephone and dial-up support is provided from all LabWare offices. Also, LabWare has recognized the need to provide interactive online help. Therefore, *online.labware.com* provides extensive support, including the online forum and LabTrack for issue tracking.

All of these factors work together to make LabWare the most successful LIMS company in the world.

LabWare LIMS is a full-featured Client/Server Laboratory Information Management System (LIMS) integrated into the Windows® environment. This architecture combines the power and security of a typical server with the ease of use provided by the Microsoft® Windows GUI. LabWare LIMS is also the world's first client-configurable LIMS product, providing an unparalleled degree of customer involvement in adapting the software to meet client-specific needs.

LabWare LIMS Solutions—Results Count

Functionality Checklist

- Sample Management
- Lot Management
- Batch Testing Management, Including Sequencing
- Stability Studies
- Contact Management
- Instrument Calibration Management
- Sample Scheduling
- Project Management
- Bar Coding
- Standards and Reagents Management
- Product Specifications with Multiple Levels
- Audit Trail
- User Certification for Instruments and Analyses
- Calculation Builder
- Trend Charting

- Alerts and E-mail
- Full-Function Web Client
- Instrument Integration
- National Language Support for Menus, Messages and Data
- Electronic Records and Signatures
- Secured and Web Reporting
- Workflow Management
- Chain of Custody
- Configurable Business Rules
- Event Triggers
- LIMS Basic—a Powerful Macro Configuration Language
- Flexible Report Writing and Data Mining
- 21 CFR Part 11 Compliant
- Integrated SPC/SQC
- Analytical Worksheets
- Approval Management

System Specifications

Client:
- Windows 98
- Windows NT®
- Windows 2000
- Windows XP
- Citrix
- Windows Terminal Server

Server:
- Windows NT
- Windows 2000
- IBM AIX
- Linux
- O/S 400®
- Citrix
- HP UX
- Sun Solaris

Database:
ODBC-compliant databases including:
- Oracle®
- SQL Server®
- Sybase®
- Informix®
- DB2

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