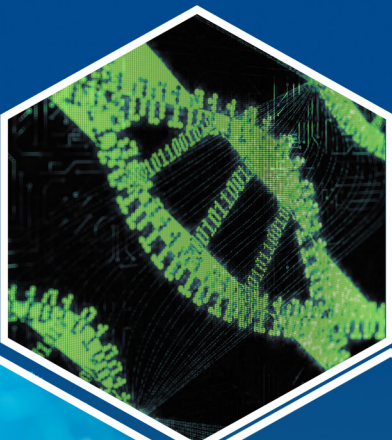# LabWare Enterprise Laboratory Platform

LABWARE
lims™
laboratory information management system

LABWARE
eln™
electronic laboratory notebook
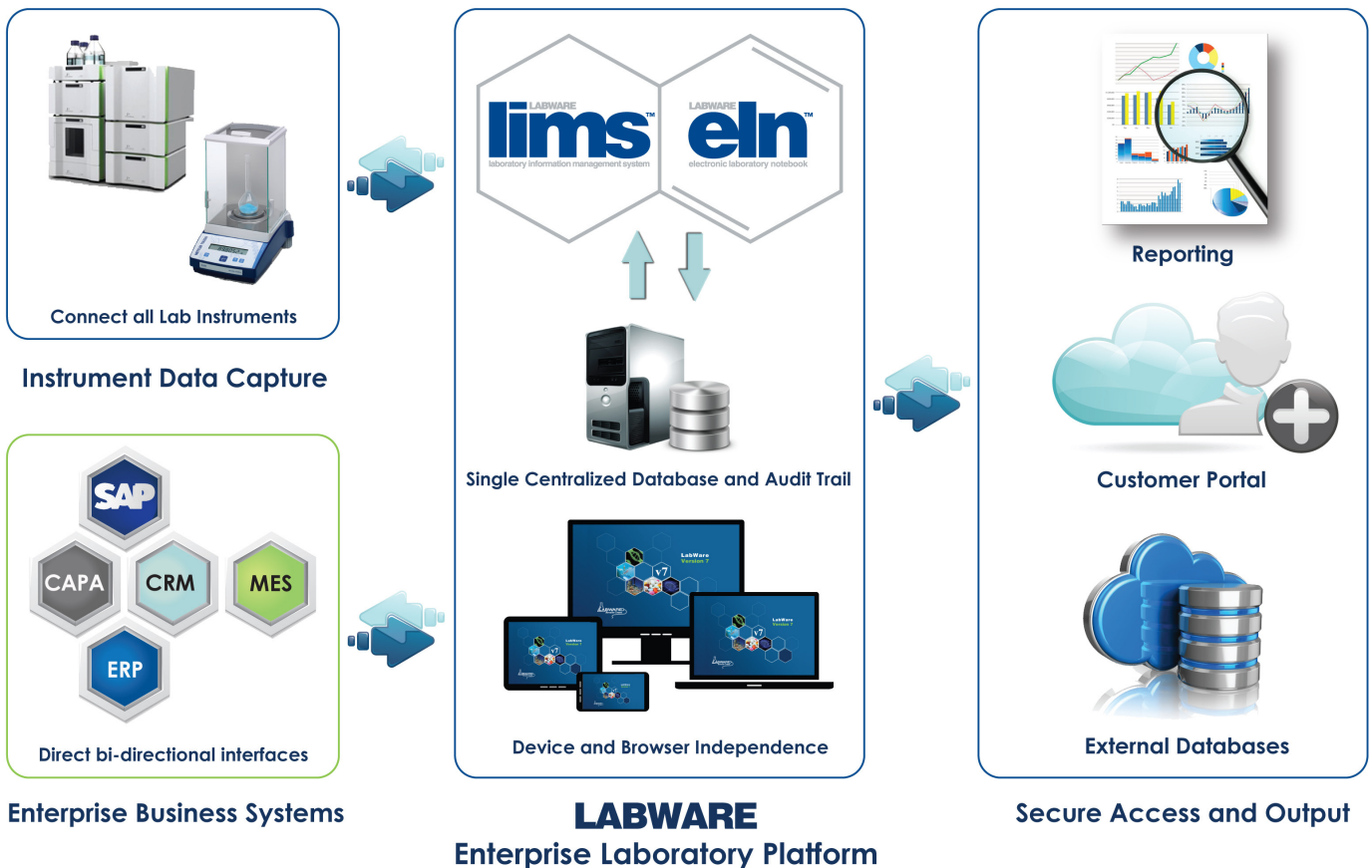
LABWARE
Results Count

www.labware.com

LabWare's Enterprise Laboratory Platform

Your organization operates as a complete and integrated system, and your automation solutions should behave in the same way. The varied activities that comprise your workflows are interrelated and interdependent, and optimizing them in as simple and rational a way as possible is essential to overall efficiency and effectiveness. These are the goals and benefits of LabWare's Enterprise Laboratory Platform.

LabWare is recognized as the global leader in providing enterprise scale laboratory automation solutions. Our Enterprise Laboratory Platform combines the award-winning LabWare LIMS™ solution with LabWare ELN™, a comprehensive and fully integrated Electronic Laboratory Notebook application, enabling companies to optimize compliance, improve quality, increase productivity and reduce costs. By bringing together the industry's broadest range of integrated lab automation capabilities, LabWare's Enterprise Laboratory Platform enables you to optimize your processes while at the same time rationalizing your systems portfolio. This makes the Enterprise Laboratory Platform from LabWare unique in the industry, and the most powerful single source solution of its kind for laboratory automation.

Connect all Lab Instruments

Instrument Data Capture

Single Centralized Database and Audit Trail

Device and Browser Independence

Reporting

Customer Portal

External Databases

Direct bi-directional interfaces

Enterprise Business Systems

LABWARE
Enterprise Laboratory Platform

Secure Access and Output
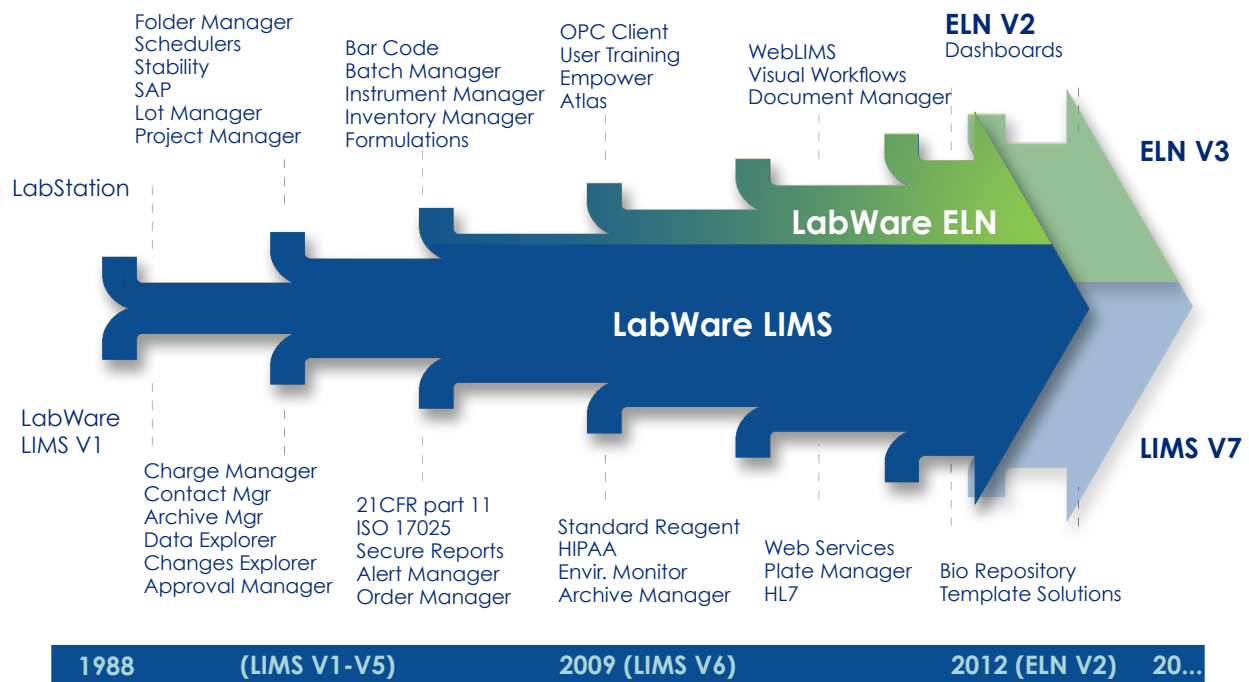
The LabWare Difference

Unlike virtually every other supplier of Laboratory automation solutions, LabWare has consistently applied a common development framework and advanced architectural model in the creation of its entire product suite. The result is a modern and technically advanced product that has grown through a process of managed evolution. By focusing on customer utility and benefit rather than on technological or marketing opportunism, LabWare has created a unique and highly integrated single platform solution.

One of our key goals is to minimize the amount of resources that a customer needs to implement and operate their LIMS. Our data-driven configuration model allows rapid prototyping and short duration deployments, because we understand that your goal is to reduce project costs, to speed up ROI, and to minimize ongoing operating expense. Our business drivers differ significantly from those of an IT services company trying to maximize consulting revenue; or of a multi-national instrument

company offering multiple LIMS systems that have been accumulated over a decade or more of acquisition-based growth. By remaining clearly focused on the design, development, implementation, and support of an enterprise-scale single platform solution, we have been able to consistently meet or exceed customer goals and expectations, and have emerged as the preeminent supplier in our target markets.

A common, stable and supportable foundation

The limitless configurability of LabWare's Enterprise Laboratory Platform enables all of our customers, regardless of industry or application, to use the same core software, which is not changed during implementation. Consequently, all LabWare customers benefit from our frequent product improvements and all customers benefit from our global support infrastructure.

1988	(LIMS V1-V5)	2009 (LIMS V6)	2012 (ELN V2)	20...

The Benefits of an Integrated Enterprise Platform

The laboratory related processes of a typical enterprise consist of two distinct areas of activity. One concerns the operational aspects of the lab including: the complete sample lifecycle, management of resources, monitoring of performance metrics, and the utilization of data accumulated over time. This essential area is the role of the Laboratory Information Management System (LIMS). The other concerns the capture of structured and unstructured data, as well as the tracking and control of test execution. This essential area is the role of the Electronic Laboratory Notebook (ELN). These two product segments have evolved independently, and are often thought of as separate and distinct applications that benefit from the implementation of a comprehensive interface strategy. The fallacy of this thinking lies in the fact that such a strategy is highly complex to execute, and even more complex to maintain. LabWare's integrated enterprise platform eliminates this interface. With the LabWare solution, the entire functional domains of LIMS and ELN are brought together into a single application environment. Delivered as a single integrated system, the LabWare platform offers all of the functionality and configurability of our industry leading LIMS solution, combined seamlessly with the rich capabilities of our ELN, without the ongoing complexity, expense and validation demands of a customized interface layer. With the Enterprise Laboratory Platform, LIMS and ELN coexist seamlessly and share a single database. All configuration components and common data objects exist only once, and are available across the platform as needed to support your business processes and workflows.

Ensuring quality, traceability and safety from raw materials to final product.

The Benefits of an Integrated Enterprise Platform (Continued)

This bidirectional integration between LIMS and ELN functions expresses itself in a manner that is much more sophisticated than can possibly be achieved by interfacing the separate LIMS and ELN products of different vendors. For example, multi-level product specifications defined through LabWare LIMS can be checked in real-time by LabWare ELN and can then be used to display trend analysis of historical product data.

integration between LIMS and ELN in the Enterprise Laboratory Platform provides significant IT benefits and cost savings. Very few companies have achieved satisfactory interfaces between 3rd party ELN software and their LIMS. This is because in order for such an interface to have any practical value it must be extensive and transactional, and therefore inherently complex and costly. Moreover, these costs are recurring.

Continuous process monitoring, lot control, *quality management* and traceability.

Such a trend chart is configured just once, and is then available for display or printing across the entire platform, without regard to whether the user is active in LIMS or in ELN. Similarly, activities initiated in ELN can trigger actions and enforce business rules that are managed by LIMS. More importantly, updates to data in LIMS and ELN are automatically synchronized. LabWare's Active Sync™ technology ensures that data integrity is always completely maintained. With Active Sync, common data elements shared between your LIMS and your ELN workbooks are always the same, and can be thoroughly relied upon by all users at all times. Beyond the functional advantages described here, the natural

An organization employing such an interface must retain or acquire the expertise needed to maintain, revise and validate the interface layer, which is bound to require change control as the separate systems being interfaced transition through their own, separate product life cycles. LabWare's integrated platform eliminates the effort and expense of such interfaces, while also allowing your organization to standardize on a common enterprise hardware and software platform. This, in turn, reduces application support costs as well as hardware maintenance costs, and also allows the support staff to leverage common skills that can be applied across a single application environment.
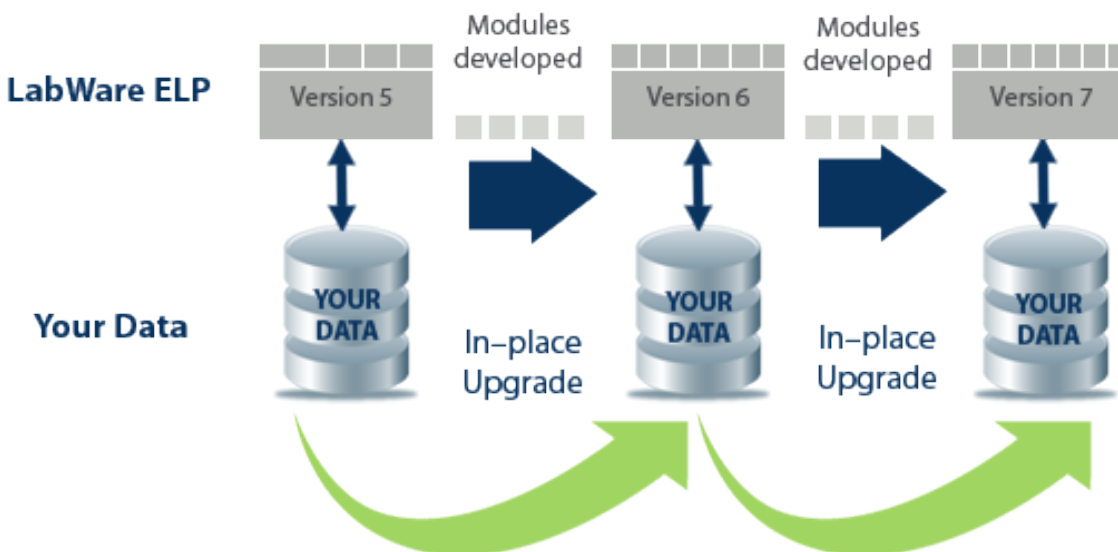
A leveraged approach

There are more implementations of LabWare LIMS worldwide than there are of any other single commercial LIMS product. This simple but important fact provides LabWare with the largest base of customer expertise from which to draw, and the most extensive and diverse set of business challenges to meet. All of these things make us stronger, and increase our value to current and future customers. Our industry experience is broadened, our depth of knowledge is strengthened, and our problem solving expertise is made more complete. By leveraging our shared success we have been able to form meaningful long term business partnerships with our customers. These relationships are substantive and are based on tangible value.

Results Count

The ultimate measure of any company's success is customer satisfaction and, for a software company such as LabWare, the key indicator of customer satisfaction is retention rate. The simple phrase "Results Count" has been LabWare's tag line for more than ten years, because we're convinced that it matters little what we say in comparison to what we do in terms of delivering real value and benefit to our customers. LabWare has proven over the course of an extended period of time that we provide results. Implementations in dozens of industry segments; projects ranging in size from small to global; systems in single as well as multiple languages, LabWare has delivered positive results in all of these instances, and the diversity and loyalty of our customer base is our actual proof. Although many organizations undertake similar processes and need similar functionality, their differences provide each of them with unique competitive advantage. Successful implementations allow customers to preserve these competitive differences. Our unique configuration layer enables customers to take advantage of the LabWare platform in ways that enhance customer strengths and improve their operations. As customer challenges evolve, so too does their use of our solution, facilitated by the product's flexibility as well as by LabWare's support and professional consulting services. Each implementation differs, yet each customer's experience is similarly one of success. Since the inception of our product platform in the mid 1990's, LabWare's customer retention rate exceeds 98%, which is proof of the fact that LabWare consistently delivers on its commitments and meets customer's initial as well as ongoing expectations.

Redefining the Boundaries

No longer is it necessary to make purchase decisions based on contrived boundaries. As you consider how best to invest in an automation solution for your business, you can proceed knowing that LabWare offers the benefits of a LIMS, or of an ELN, or of an integrated combination of both. And our unique solution is equally suitable for small as well as global implementations, and for anything in between.

LabWare's Industry Leading LIMS

LabWare LIMS has been the industry's most technically advanced LIMS solution since its introduction to the market, and continues to hold that position today. Your business will benefit from capabilities such as browser-based deployment, external-facing web portals, and fully configurable web services while at the same time having the richest catalogue of modular functionality from which to draw when deciding how to implement your LIMS. Our value proposition is enhanced by the industry's most distinctive licensing approach – all LabWare LIMS functional modules are available under a single product license. The system is infinitely scalable, and is equally suitable for a lab with 10 users as it is for an enterprise with thousands. Instrument data acquisition software is built in, and an extensive library of pre-existing instrument interface scripts is available. As a result, you have complete control of how, when and where your business will benefit from the system, and in the most budget-friendly way. Powerful, fully integrated configuration tools are provided to adapt the software to end-user requirements without compromising support or future upgrades. To help you gain the most rapid possible ROI, LabWare also offers proven, pre-configured implementation templates. These Template Solutions are designed to suit the requirements of specific industries, and may be used to rapidly implement systems with reduced configuration effort and therefore reduced

project costs. Our implementation process itself encourages knowledge transfer so that you will be in a position to modify and extend the LIMS as your needs evolve,without reliance on LabWare. When you are a LabWare customer there are no surprises, no hidden costs, and no impediments to your continued progress.

A key attribute of any technically advanced solution is that the system has few, if any, platform or brand dependencies thereby giving you, the customer, the maximum extent of choice with respect to hardware, operating systems and databases. LabWare LIMS is unequalled in this important regard. The software is viable with any

Increased profitability and enhanced customer relationships through accuracy, consistency and responsiveness.

relational database including industry standards such as Oracle and SQL Server, and it can be deployed in a range of topologies and with varied user interfaces. Centralized, decentralized and/or regionalized installations are all fully supported. The LIMS user interface can be deployed as a zero footprint and browser independent UI, as a thin client, as a thick client or in any combination of these – all of which have practical application depending upon your circumstances. Desktop workstations, internet and personal devices are all supported. Purpose-built tools are provided for integration with applications such as SAP and Waters Empower, and an extensive library of web-services allows you to author your own API where desirable.

LabWare ELN

Together with LabWare LIMS, the LabWare ELN product serves to complete the Enterprise Laboratory Platform product suite. LabWare ELN is an experiment and workflow driven software application designed to give the laboratory scientist the ultimate platform to electronically document their experiments including relevant scientific content and observations, instrument results, and attachments such as spectra, chromatograms and, if appropriate, chemical structures. Method Execution capability is also provided for QA/QC applications. LabWare ELN works seamlessly with LabWare LIMS, allowing any data within LIMS to be accessible by ELN and vice versa. Integrating ELN products from different suppliers has significant practical challenges and limitation, and very often requires the creation of a customized interface to achieve even simple data exchange between ELN and LIMS. The benefit of LabWare ELN is the inherently elegant interface that exists between the two systems and the simplicity by which both LIMS
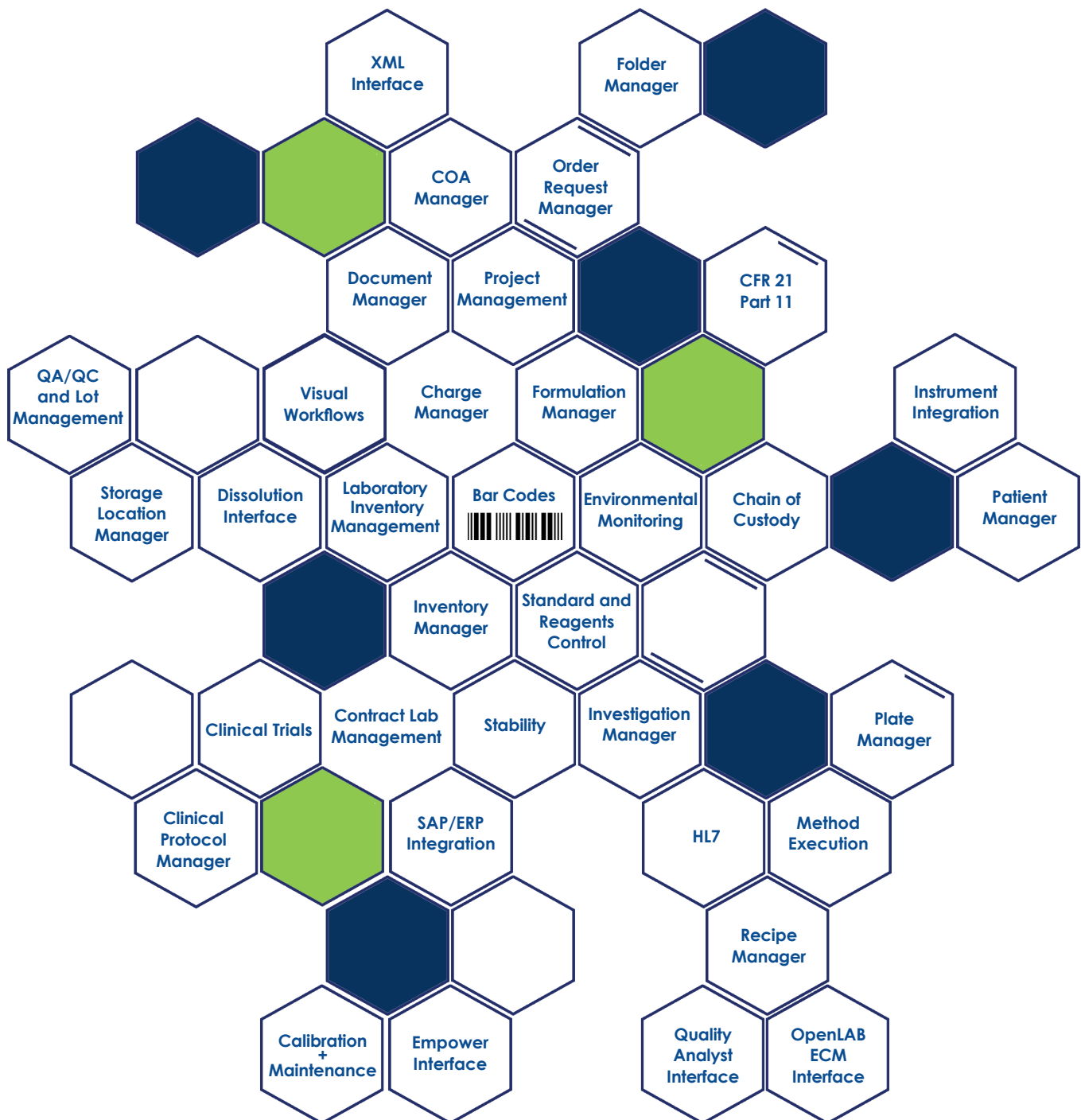
The LabWare Advantage

data and LIMS functionality can easily be shared and leveraged from within LabWare ELN. Choosing a laboratory informatics solution has long-term implications and is an important decision for any organization. LabWare's products have been proven in a wide range of industries over a period of more than 20 years. Our sole focus is laboratory informatics, and we develop, market and support a single, well planned and properly directed suite of products. LabWare has never pursued an acquisition-based growth strategy, and so our solutions have evolved according to a deliberate road map, without the disruptions and compromises brought about by redundant products, development support teams competing for fixed resources, and an understandably anxious customer base. LabWare is a stable, financially strong company with an extensive and global product delivery and support infrastructure. Our worldwide team includes the most experienced laboratory informatics professionals in the world.

Solutions for CRO's, biorepositories, and health delivery networks. Enhancing competitiveness, compliance, efficiency and patient care.

The LabWare Enterprise Laboratory Platform offers functionality and business benefits substantially beyond what is provided by a conventional LIMS or ELN. This is an instance in which the whole truly is greater than the sum of the parts. Some of the functions in your organization that may benefit from the LabWare Enterprise Laboratory Platform include:
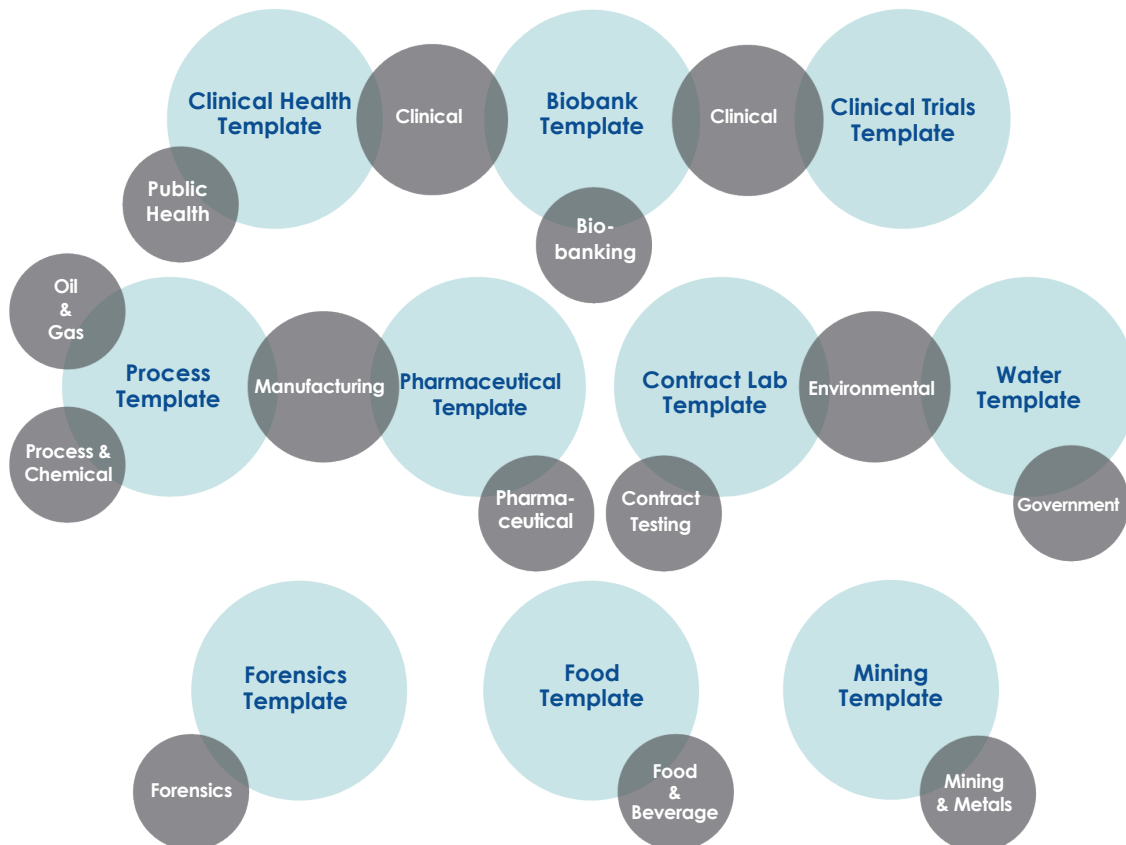
Template Solutions: A Unique Implementation Approach

LabWare continually invests in product development to help our customers implement best practices within their industry. Our goal is to ensure that customers continue to benefit from a well maintained, flexible LIMS solution that will evolve with their businesses, and our unique in-place version upgrade capability facilitates this. LabWare's customers remain up-to-date and current, avoiding the enormous cost of LIMS replacement. LabWare's value-added benefit in this key area is our development and delivery of industry-specific Template Solutions. The powerful configuration layer in our product allows our single common code base to be applied to a very wide range of industries, each of which has its own special workflows and automation requirements. In LabWare's products, all configured behaviors reside in the database in the form of templates, and LabWare has taken the initiative to pre-configure templates to suit the requirements of specific industries. These Template Solutions are made available through LabWare's consulting services group at no cost to our customers. Over 1000 LabWare projects have been successfully implemented worldwide, including many that are complex, multi-site, global systems. With the involvement and cooperation of these customers, LabWare is able to continually improve their available Template Solutions along with the training, documentation and validation materials that accompany them. Template Solutions are a powerful tool and a key differentiator for LabWare, and we are continually looking for ways to expand our offerings there, in order to provide our customers with the best possible returns on their investments.

Template Solutions for a broad range of industries

Professional Services Experience

One of the things that sets LabWare apart from many other companies is our sole focus on laboratory automation. LIMS and ELN are our only business, and we have built the strongest team in the industry in support of that business. Our consultants have, on average, greater than 10 years industry experience. Our global team represents an aggregate of over 3000 man years of LabWare-specific consulting experience. This represents an unmatched resource for our customers, and assures complete, robust and successful implementations, whether large or small.

STRATEGY
Turn to us for thought leadership and maximize your ROI

PROJECT MANAGEMENT
Minimize risk and learn best practices with LabWare project management

Results Count

LABWARE services

TRAINING
Maximize administrator and end user capabilities with a training program built just for you

TECHNICAL SERVICES
Engage LabWare's highly skilled, experienced consultants to meet your laboratory informatics project needs

POST GO-LIVE (L2/L3) SERVICES
Leverage the LabWare knowledge base with proven and affordable L2/3 support solutions

TESTING AND VALIDATION
Manage requirements testing responsibly and cost-effectively with LabWare's validation team

LABWARE
lims™
laboratory information management system

eln™
electronic laboratory notebook

LABWARE
Results Count

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supporting customers
in more than 100 countries*

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