

# Global 500 Pharmaceuticals Company

## Introduction

This case study of a Global 500 pharmaceuticals company is based on a November 2017 survey of LabWare LIMS and ELN customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“LabWare provides a positive Return On Investment (ROI) for my organization.”

“Together with our ERP Labware LIMS ELM is our core system to support our daily operations in the QC laboratories It creates efficiencies as well as establishing a modern working environment.”

## Challenges

The business challenges that led the profiled company to evaluate and ultimately select LabWare LIMS and ELN:

- Challenges solved with LabWare:
  - Lab efficiency/productivity
  - Regulatory compliance
  - Instrument integration and consolidated reporting

## Use Case

The key features and functionalities of LabWare LIMS and ELN that the surveyed company uses:

- Versions of LabWare the company is currently using:
  - LabWare 7 LIMS
  - LabWare ELN
- Has used LabWare for 15 or more years.
- Third-party tools interfaced with LabWare:
  - Analytical Balances: Fully interfaced
  - CDS: Fully interfaced
  - ERP: Fully interfaced
  - ELN (not LabWare): Fully interfaced

## Results

The surveyed company achieved the following results with LabWare LIMS and ELN:

- Chose LabWare for an informatics partner because of their:
  - Company stability
  - Global presence
  - Local presence
  - Reputation
  - Responsiveness/reliability/uptime
  - Service and support
  - User community
  - Product functionality
- Satisfaction with the following LabWare areas:
  - Product functionality: Highly satisfied
  - Industry focused templates: Extremely satisfied
  - Professional services: Extremely satisfied
  - Customer technical support: Extremely satisfied
  - Customer training: Highly satisfied

### Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:  
**Global 500**

Industry:  
**Pharmaceuticals**

### About LabWare LIMS and ELN

LabWare's Enterprise Laboratory Platform is comprised of LIMS (Laboratory Information Management System) and ELN (Electronic Laboratory Notebook) functioning as an integrated single solution, it offers a range of user-configurable functionality and is based entirely on open standards.

**Learn More:**

[LabWare](#)

[LabWare LIMS and ELN](#)