Energy & Utilities Company in Latin America

Introduction

This case study of a medium enterprise energy & utilities 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."
>
> "Reducción de papeles, Mayor eficiencia en producir información, Información centralizada."

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

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 LIMS v6
- Has used LabWare for 1 to 4 years.
- Third-party tools interfaced with LabWare:
  - CDS: Fully interfaced
  - ERP: Partially interfaced

Results

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

- Chose LabWare for an informatics partner because of their:
  - Global presence
  - Local presence
  - Reputation
  - Responsiveness/reliability/uptime
  - Product functionality
- Satisfaction with the following LabWare areas:
  - Product functionality: Highly satisfied
  - Industry focused templates: Satisfied
  - Professional services: Highly satisfied
  - Customer technical support: Highly satisfied
  - Customer training: 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:
Medium Enterprise

Industry:
Energy & Utilities

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