

# A Government Laboratory Goes Paperless with LabWare

## Introduction

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



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

“LabWare has helped us to facilitate a paperless mission goal while providing a fully auditable reporting system for our nationwide laboratories.”

## Challenges

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

- Challenges solved with LabWare:
  - Lab efficiency/productivity
  - Regulatory compliance
  - Security and protection of intellectual property
  - Instrument integration and consolidated reporting

## Use Case

The key features and functionalities of LabWare solutions that the surveyed organization uses:

- Versions of LabWare the company is currently using:
  - LabWare 7 LIMS
- Has used LabWare for 15 or more years.

## Results

The surveyed organization achieved the following results with LabWare:

- Chose LabWare for an informatics partner because of their:
  - Responsiveness/reliability/uptime
  - Service and support
  - User community
  - Product functionality
- Satisfaction with the following LabWare areas:
  - Product functionality: Extremely satisfied
  - Professional services: Extremely satisfied
  - Customer technical support: Highly satisfied
  - Customer training: Highly satisfied

### Organization Profile

The organization 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.

Organization Size:  
**State & Local**

Industry:  
**Government**

### 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](#)