

# Assuring Quality at Avon Cosmetics

## Introduction

This case study of Avon Cosmetics is based on a May 2016 survey of LabWare LIMS and ELN Solutions customers by TechValidate, a 3rd-party research service.

## Challenges

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

- 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 Solutions that the surveyed company uses:

- Uses LabWare in a QA / QC type of laboratory.
- Has used LabWare for 1 to 4 years.
- Version of LabWare the company is currently using:
  - LabWare LIMS v6
- 3rd party software application interfaced to the LabWare system:
  - Customer Relationship Management (CRM)

## Results

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

- Chose LabWare for an informatics partner because of their:
  - Global presence
  - Responsiveness / reliability / uptime
  - Service and support
  - Product functionality
- Benefits realized from using LabWare solutions:
  - Improved sample management, chain of custody, and turnaround time
  - Improved traceability, security and audit trails that provided accountability
  - Generated high-quality secure reporting
  - Controlled access to sensitive/proprietary data
  - Went paperless
  - Improved regulatory compliance
- Satisfaction with the following LabWare areas:
  - Product functionality: highly satisfied
  - Industry focused templates: extremely satisfied
  - Professional services: highly satisfied
  - Customer technical support: highly satisfied
  - Customer training: satisfied

### Company Profile

Company:  
**Avon Cosmetics**

Company Size:  
**Fortune 500**

Industry:  
**Consumer Products**

### About LabWare LIMS and ELN Solutions

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 Solutions](#)