

# Improving Product Quality at The Boston Beer Company, Inc.

## Introduction

This case study of The Boston Beer Company, Inc. is based on a November 2017 survey of LabWare LIMS and ELN customers by TechValidate, a 3rd-party research service.



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

“LabWare has been a crucial tool in our crusade to better understand our processes and improve product quality. ”

## 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
  - 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 7 Windows Client
  - LabWare ELN
- Has used LabWare for 5 to 9 years.

## 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
  - Reputation
  - Service and support
  - User community
  - Product functionality
- Satisfaction with the following LabWare areas:
  - product functionality: extremely satisfied
  - professional services: extremely satisfied
  - customer technical support: extremely satisfied
  - customer training: extremely satisfied

### Company Profile

Company:  
**The Boston Beer Company, Inc.**

Company Size:  
**Medium Enterprise**

Industry:  
**Beverage**

### 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](#)