



## We put your lab at the center of everything we do.

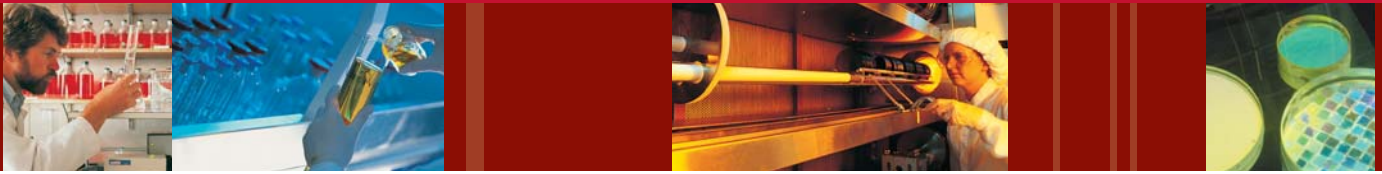
We tailor our LIMS consulting services and technology solutions to your specific requirements. Our efficient lab-centric approach ensures we address your challenges. Our guaranteed team of experts provides the skills and consistency needed to do the job right. And our value-add solutions enhance your informatics investments. In short, we focus on delivering smart technology that empowers your lab to do the best work possible.

*All our expertise is focused on your unique needs...so we deliver the smartest technology solutions for your lab.*



Lab focused. Smart technology. <sup>SM</sup>

# Your lab deserves the specialized advantages that only LabCentrix offers.



LabCentrix<sup>SM</sup> is totally committed to helping your lab gain maximum benefits from your informatics investments. Our three-pronged business model, tailored to your specific needs, sets us apart in the marketplace. It consists of:

- Our Lab-centric Approach
- Our Team Guarantee
- Value-add Technology Solutions

These key commitments overlay our expertise in lab operations and Laboratory Information Management Systems (LIMS). Together they enable us to help you realize an exceptional return on your IT investments.



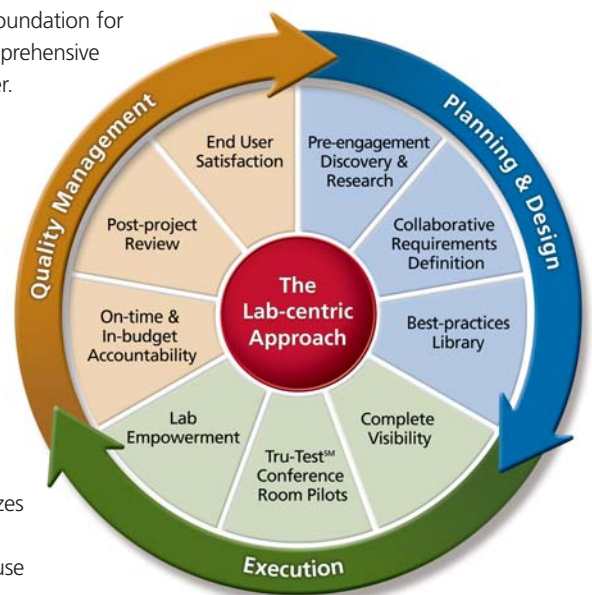
## OUR LAB-CENTRIC APPROACH

We've developed a very efficient approach to deploying technology solutions. It's driven by a deep understanding of your business needs. Your lab. Your workflows. Your systems. Your challenges and wish lists.

From our initial discovery activities—and through all the steps that follow—your scientists and IT team are very involved in our process. Your collaboration and LabCentrix accountability result in an excellent deliverable—one that's efficiently produced and enthusiastically accepted.

Fundamentals of our Lab-centric Approach include:

- **Pre-engagement Discovery and Research** help us gain the perspective we need to propose the services that best fit your needs and give our implementations a head start.
- **Collaborative Requirements Definition** ensures your system will work the way you want and improve productivity.
- **Best-practices Library** saves significant time and enables you to benefit from projects we've previously performed.
- **Complete Visibility** gives you access to critical project success factors via our Customer Care system and exceptional project management.
- **Tru-Test<sup>SM</sup> Conference Room Pilots** confirm your solution using your data, configuration and processes—truly demonstrating your solution's integrity and helping you gain maximum end-user buy-in.
- **Lab Empowerment** lays the foundation for ongoing user success with comprehensive training and knowledge transfer.
- **On-time and In-budget Accountability** results in effective progress and cost management, ensuring there are no surprises and your deployment is on track.
- **Post-project Reviews** document major project accomplishments, recap lessons learned and build a case study for customer use.
- **End-user Satisfaction** maximizes your investment through user feedback to optimize solution use and lab productivity.



“*LabCentrix was more willing and able to adapt to what we wanted than any other service providers we have worked with.*”

*Lab Manager, Fortune 500 Pharmaceutical Company*



## OUR TEAM GUARANTEE

LabCentrix™ promises you'll work with some of the brightest minds in the industry, on a consistent basis, without turnovers that cost time, money and momentum. It's all part of our Team Guarantee, a structured client relationship model that assures you:

- **A Dedicated Relationship Manager** who leads your core account team and ensures ongoing, personalized support.
- **A Consistent Team from Start to Finish**—no surprises—just continuity and quality you can count on.
- **Specialized LIMS Software Expertise** from innovative thinkers who know the software inside and out.
- **Deep Technical Skills** that earn the respect and support of IT teams.
- **Practical Laboratory Experience** to provide real-world perspective and expedite the delivery of technology solutions that work for you.



## VALUE-ADD TECHNOLOGY SOLUTIONS

Whether you need us to lead your LIMS project or complement your in-house resources, our job is to help you achieve maximum benefit from automating your lab. You can count on LabCentrix for a full complement of value-add solutions, including consulting services, personalized support services and best-practices solutions suites.

### Comprehensive Consulting Services

LabCentrix experts have experience delivering technology solutions to labs in a wide variety of industries. This hands-on history enriches all our clients. No matter how we're involved with your lab, our team knowledge helps you leverage your technologies for the greatest business value.

- LIMS Selection & Acquisition Support
- LIMS Implementation & Deployment
  - Project Management
  - Business & Requirements Analysis
  - System Architecture & Design
  - Software Installation & Testing
  - Instrument Interfacing
  - Software Integration
  - Data Migration
  - Knowledge Transfer & Training
  - Documentation
  - Post-project Review
- Custom Software Development & Integration
- Software Upgrades
- Objective Project Assessments
- IT Resource Augmentation
- Validation Services

### LabCentrix™ Customer Care

Our personalized support is based on a solid grasp of your lab's workflows, your software, how it's configured and how it integrates with other technologies and instrumentation. This way, you're assured knowledgeable, responsive assistance. And constant high quality.

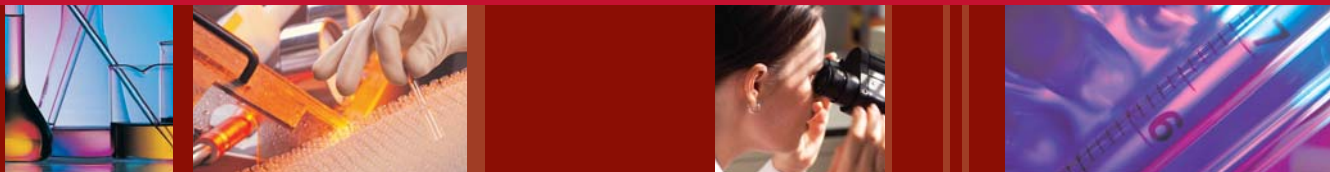
- **Onsite Quarterly Account Reviews** help ensure that we maintain knowledge of your lab's technology solutions over time, while providing you the benefits of our personalized approach to support.
- **Web-based Collaborative Communications** give named users unlimited access to a 24/7 customer service portal.
- **Automated Trouble Ticket Tracking** helps you identify, prioritize and plan enhancements to your solution.
- **Online Knowledge Base** supports your internal teams with a wealth of information tailored to your solution.
- **LIMS Software Support** keeps you up to date with cutting edge technology.
- **Phone and Email Support** provides you unlimited access to engineers familiar with your solution.
- **On-site Support** addresses exceptional issues such as solution recovery, data corruption, etc.
- **Remote Systems Assessments** give you added certainty that issues will be accurately diagnosed and quickly resolved.
- **Fixed Enhancement Support** allows us to respond to your enhancement needs on an ongoing basis.

### Best-practices Solutions Suites

Our value-add technology offerings give labs cost-effective avenues for achieving the functionality they need.

- **Amplify™ Products** extend the capabilities of existing off-the-shelf LIMS software solutions with specialized software to enhance your processes.
- **Affinity™ Packages** are designed for specific lab types and include all the components for a configured LIMS solution.

# Rely on LabCentrix for the best possible solution.



LabCentrix™ has extensive expertise configuring off-the-shelf products that form the basis of successful LIMS implementations. We also bring you deep knowledge gained deploying a wide range of related technologies and lab informatics systems.

From the experts who are dedicated to your specific challenges to the smart technology that enhances your work, we are totally centered on your success.

For more information, contact us at (888) 708-8781, [info@labcentrix.com](mailto:info@labcentrix.com) or visit us at [www.labcentrix.com](http://www.labcentrix.com).

## About LabCentrix

LabCentrix is a premier provider of Laboratory Information Management Systems (LIMS) consulting services and technology solutions for a range of industries including pharmaceutical, biotech, healthcare, process, forensics, environmental, petroleum and others. LabCentrix customers, which cover the spectrum from multinational giants to small- and mid-size organizations, receive measurable value from the company's unique approach to maximizing their informatics investments. Building on a profound knowledge of technology, laboratory processes and preferred business practices, LabCentrix collaborates closely with each customer's teams to efficiently deliver individualized solutions that specifically address their needs.

## Labs We Serve

LabCentrix brings the value of lab experience, software expertise and technical skills to a range of industries.

- Pharmaceutical/Biotech
- Healthcare & Medical
- Process Industries
- Agriculture, Fishing & Forestry
- Environmental
- Manufacturing
- Government
- Forensics
- Universities & Research Institutions



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