

Customer Spotlight: Food Safety Industry

ADPEN Laboratories, Inc.

Jacksonville, FL • adpen.com



Company Profile:

ADPEN Laboratories, Inc. is a leading independent contract laboratory providing analytical services to multinational and domestic companies, government agencies, international organizations and consumers' advocates representing the Agrochemical, Pharmaceutical and Food Safety industries. ADPEN offers a wide variety of services and capabilities, which include complex analytical testing for product registration, identification, method validation, method development, product release testing, stability testing and quality control while following the strict guidelines from FDA, EPA, USP, EP, JP, OECD and WHO. ADPEN receives thousands of samples each month; they do a variety of analytical testing with GC's, GC/MS's, LC-MS/MS, HPLC's and Immunoassays.

Criteria for selecting a new LIMS included the ability to efficiently manage hundreds of clients, samples and data. Key LIMS features they sought in order to maximize productivity and laboratory resources included: label generation, sample tracking, instrument integration and automated reporting for efficiency and productivity enhancements. Recent expansions of their facilities highlighted the need to further improve workflows.

Their Challenge:

ADPEN's primary goal for purchasing new LIMS software was to take advantage of advances in software technology; with the new LIMS software they wanted to accomplish two main goals.

First, ADPEN wanted to see an improvement in sample tracking throughout the laboratory workflow, which would lead to quicker turnaround for reporting data to clients. They sought the ability to easily query and track the status of any sample at any point of the analytical process with just a few clicks of the mouse. Instant data access was important for responding to customer queries, which would provide significant enhancements in customer satisfaction.

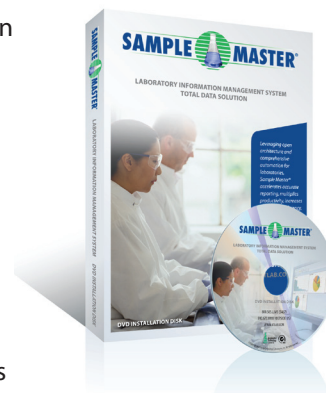
Second, ADPEN needed to eliminate manual data entry, which is not only time consuming, but can be a potential source of transcription errors that can impact data quality. In an analytical laboratory, mistakes, typos and errors are the difference between quality data and an unsatisfied customer.

Our Solution:

ADPEN selected Sample Master® as their LIMS solution for its automation enhancements and as a result, they've witnessed major advancements in maximizing resources and increasing the volume of work the laboratory can manage.

Sample Master® is able to easily track the status of a sample at each point of the analytical process — or any other related sample or client or project information — with the use of the "Master Query" function.

Sample Master® has allowed for the streamlining of key processes along the laboratory workflow, including sample receipt, prep batch creation, QC batch creation and export to analytical instruments, importing of analytical data back into the database and reporting of data.



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Customer Spotlight: ADPEN Laboratories, Inc. *(continued)*

With Sample Master®, no data point must be entered more than once, and most have been automated for even greater reduction in errors, productivity and turnaround time enhancements. ADPEN's fleet of LC/MS/MS instruments from Agilent (MassHunter software) and ABSciex (Analyst Software) interfaced with Sample Master® and they are working towards bringing additional instruments and new acquisitions on-line as well.

When asked how Sample Master® has benefitted ADPEN specifically, Laboratory Manager Steven Perez reported the following:

- 1. Control of our data:** The biggest benefit we've realized is gaining control of our data and sample inventory. Instead of being a slave to our data; redundant QA efforts, time-consuming generation of Prep Batches, struggling with reporting of data, hunting for sample information in multiple three-ring binders (and the list goes on), we are now making our data work for us. We are easily able to locate any laboratory data that we require within seconds and minimal effort.
- 2. Reduction in turnaround time:** We have been able to reduce our turnaround time from sample receipt to result reporting — in some cases as much as a 50% reduction. Automation of manual processes — such as pre-login of samples (before they arrive), quick creation of Prep Batches (workorders) and QC Batches (instrument run sequences), and automatic importing of instrument data — are just a few of the improvements that have enabled us to drastically improve turnaround times. For example: a large monitoring study for which we conduct residue analyses typically had a turnaround time of 20 days from sample receipt to reporting; since implementing Sample Master®, we have reduced the turnaround time to less than 10 days.
- 3. Documentation Trail:** As a GLP/GMP laboratory, documentation is key. Sample Master®'s audit trail is so easy and vital to our facility as a transparent means to accountability. It is also a fully-validated COTS (Commercial-Off the Shelf) LIMS. ATL holds ISO 9001:2008 Certification, and their strong commitment to quality also influenced our selection.
- 4. Configurations and Customizations:** Sample Master® is very configurable (with user definable captions) and customizable. ATL's staff is knowledgeable and willing to help with any customizations we may need, and — because of the well-named database schema and excellent support — we are able to perform any modifications needed in-house.

“**After an exhaustive search and researching of LIMS Vendors, ADPEN Laboratories found the flexibility and stability of Sample Master® to be a refreshing advantage over all other LIMS software. When clients were asking for faster turnaround times, we were able to deliver due largely to the efficiency we gained from having Sample Master® on our team making our data work for us.**

Sample Master® has set the bar for all laboratory processes and because of its open structure, we can customize it to best fit our growing business. Sample Master® has met and exceeded all of our expectations and continues to be a source of inspiration for new and better ways to improve work flow in our laboratory.”

Steven Perez

Laboratory Manager, ADPEN Laboratories, Inc.

Accelerated Technology Laboratories, Inc. provides data solutions for Fortune 500 companies and to a variety of industries including water & wastewater, analytical, energy, environmental, food & beverage, chemical, government, public health, industrial hygiene, biotechnology, forensics, clinical testing and manufacturing. Founded in 1994, ATL launched the first commercially-available Windows-based Laboratory Information Management System (LIMS). Today, our products are running in over 450 laboratories around the world with over 45,500 users, and supported by a steadfast commitment to excellence in product quality, support and training. ATL is one of few independent LIMS firms that is ISO 9001:2008 certified. ©Accelerated Technology Laboratories, Inc. All rights reserved.