

Customer Spotlight: Energy Industry

KeySpan Energy (now National Grid)

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Company Profile:

KeySpan Energy's focus is to offer a wide range of energy-related products and services for homes and businesses, improve the quality of life for people in local communities through educational and cultural programs, and to become the premier energy and services company in the Northeastern United States. A member of the S&P 500, KeySpan is the largest distributor of natural gas in the northeast with 2.4 million gas customers and more than 13,000 employees in the New York Metropolitan, Massachusetts and New Hampshire markets. KeySpan is also the largest investor-owned electric generator in New York state, operating Long Island's electric system while serving its 1.1 million electric customers, and the Ravenswood electric generating station in New York City.

The KeySpan family also has strategic investments in natural-gas exploration, production, pipeline transportation, distribution and storage, Canadian gas-processing and fiber-optic cable. KeySpan emerged in 1998 when Brooklyn Union's parent company merged with the Long Island Lighting Company. With its acquisition of the New England-based Eastern Enterprises in 2000, KeySpan continues working towards its vision of becoming the premier energy and services company in the Northeast.

Their Challenge:

KeySpan's internal laboratory performs a large array of internal analytical tests including waste oil analysis, disposal testing of hazardous waste, gas leak investigation and natural gas quality analysis. A major focus of KeySpan is continuous process improvement which means looking for ways to decrease cycle time, improve efficiency and solve problems. The company needed a comprehensive data management system that would be flexible, easy to use, integratable with their enterprise software, and adaptable for their quality system.

Our Solution:



Sample Master® Pro LIMS was the solution for KeySpan. It has significantly accelerated their processes of continual improvement. Process cycle time has decreased, daily efficiency has improved and resources have been reallocated for other functions. Now KeySpan has the ability to monitor and measure the analytical data analysis process in real time.

The implementation of Sample Master® Pro LIMS has helped KeySpan achieve their process improvement goals through enhanced efficiency of managing and utilizing analytical laboratory data. There is now a central database to reference and query. Two key existing instruments, the GC and ICP, were integrated with Sample Master® Pro, which has eliminated manual data entry and the potential for errors. Barcoding has improved the efficiency of sample movement and tracking throughout the laboratory. In addition, e-signatures and automatic faxing upon sample approval, and the direct importing of results from contract laboratories has shaved days off turnaround time. This means customers get results quicker. The addition of Sample Master® LIMS' web portal gives KeySpan's internal customers access to their results, with approval permissions, on the company's website.

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The flexibility of Sample Master® Pro LIMS has provided KeySpan Laboratory Services with the mechanisms to significantly reduce turnaround time, increase efficiency, and improve customer satisfaction. Database systems such as Sample Master® Pro provide information and metrics in real time, allowing automation of manual tasks previously considered arduous and redundant.

Michael Gallinaro,
ASQ Certified Quality Engineer, KeySpan Energy

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 Accelerated
Technology
LABORATORIES INC.

496 Holly Grove School Rd
West End, NC 27376

(800) 565-5467
(910) 673-8165
atlab.com