LabWare is recognized as the global leader in providing enterprise scale laboratory automation solutions. Our Enterprise Laboratory Platform (ELP) combines the award-winning LabWare LIMS™ solution with LabWare ELN™, a comprehensive and fully integrated Electronic Laboratory Notebook application, enabling companies to optimize compliance, improve quality, increase productivity and reduce costs. By bringing together the industry’s broadest range of integrated laboratory automation capabilities, LabWare’s ELP enables you to optimize workflows while at the same time rationalizing your systems portfolio. This makes the Enterprise Laboratory Platform from LabWare unique in the industry, and the most powerful single source solution of its kind.
THE LABWARE DIFFERENCE

Unlike virtually every other supplier of laboratory automation solutions, LabWare has consistently applied a common development framework and advanced architectural model in the creation of its entire product suite. The result is a modern and technically advanced product that has grown through a process of managed evolution. At the core of this product suite is the award-winning LabWare LIMS software product. LabWare LIMS enables you to streamline your laboratory workflows for optimal efficiency; to use the data generated by your laboratories for more effective management decisions; and to improve the regulatory compliance position of your business.

One of our key goals is to minimize the amount of resources that a customer needs to implement and operate their LIMS. Our data-driven configuration model allows rapid prototyping and fast track implementations because we understand that your goal is to reduce project costs, to speed up your Return on Investment (ROI), and to minimize ongoing operating expense. By remaining clearly focused on the design, development, implementation and support of our single platform solution, we have been able to consistently meet or exceed customer goals and expectations, and have emerged as the preeminent supplier in our target industries.

A single, stable and supportable foundation – The modular design and flexibility of LabWare LIMS enables all of our customers, regardless of industry or application, to use the same core software, which is not changed during implementation. Consequently, all LabWare customers benefit from both our frequent product improvements and our global support infrastructure.

A leveraged approach – There are more implementations of LabWare LIMS worldwide than there are of any other single commercial LIMS product. This simple but important fact provides LabWare with the largest base of customer expertise from which to draw, and the most extensive and diverse set of business challenges to meet. These are things that make us stronger, and that increase our value to current and future customers. Our industry experience is broadened, our depth of knowledge is strengthened, and our problem solving expertise is made more complete.

Results Count – The ultimate measure of any company’s success is customer satisfaction and, for a software company such as LabWare, the key indicator of customer satisfaction is retention rate. The simple phrase “Results Count” describes LabWare’s philosophy towards our customers because it matters little what we say in comparison to what we do, when it concerns delivering real value and business benefit to our customers. Over the course of around twenty years as a LIMS provider, LabWare has proven that we provide tangible value and true results. Implementations in dozens of industry segments; projects ranging in size from small to global; systems in single as well as multiple languages. LabWare has delivered positive results in all of these instances, and the diversity and loyalty of our customer base is our actual proof.

Since the inception of our product platform in the mid 1990’s, LabWare’s customer retention rate exceeds 98%, which is proof that LabWare consistently delivers on its commitments and meets customers’ initial as well as ongoing expectations.

Benefits of an Integrated Enterprise Platform

The laboratory related processes of a typical enterprise consist of two distinct areas of activity. One concerns the operational aspects of the laboratory including: the complete sample lifecycle, management of resources, monitoring of performance metrics, and
LabWare LIMS has been the industry’s most technically advanced LIMS solution since its introduction to the market, and continues to hold that position today. Your business will benefit from technologies such as browser-based deployment, external-facing web portals, and fully configurable web services while at the same time having the richest catalogue of modular functionality from which to draw when deciding how to implement your LIMS. This value proposition is enhanced by the industry’s most distinctive licensing approach – all LIMS functional modules are available for no additional charge, as part of LabWare's inclusive software license. The system is infinitely scalable, and is equally suitable for a laboratory with ten users as it is for an enterprise with thousands. Instrument data acquisition software is built in, and hundreds of pre-existing instrument interface scripts are available. As a result, you have complete control of how, when, and where your business will benefit from the system, and in the most budget-friendly way.

LabWare’s integrated platform eliminates this interface. With the LabWare solution, the entire functional domains of LIMS and ELN are brought together into a single application environment. Delivered as a single integrated system, the LabWare platform offers all of the functionality and configurability of our industry leading LIMS solution, combined seamlessly with the rich capabilities of our ELN, without the on-going complexity, expense and validation demands of a customized interface layer. With the Enterprise Laboratory Platform, LIMS and ELN coexist seamlessly and share a single database. All configuration components and common data objects exist only once, and are available seamlessly across the platform as needed to support your business processes and workflows.

No longer is it necessary to decide according to contrived boundaries when considering how to best invest in an automation solution for your business. LabWare’s Enterprise Laboratory Platform offers the benefits of a LIMS, or of an ELN, or of an integrated combination of both. The LabWare solution is equally suitable for small as well as global implementations, and for anything in between.

LabWare’s industry leading LIMS

LabWare LIMS has been the industry’s most technically advanced LIMS solution since its introduction to the market, and continues to hold that position today. Your business will benefit from technologies such as browser-based deployment, external-facing web portals, and fully configurable web services while at the same time having the richest catalogue of modular functionality from which to draw when deciding how to implement your LIMS. This value proposition is enhanced by the industry’s most distinctive licensing approach – all LIMS functional modules are available for no additional charge, as part of LabWare’s inclusive software license. The system is infinitely scalable, and is equally suitable for a laboratory with ten users as it is for an enterprise with thousands. Instrument data acquisition software is built in, and hundreds of pre-existing instrument interface scripts are available. As a result, you have complete control of how, when, and where your business will benefit from the system, and in the most budget-friendly way.

Powerful, fully integrated configuration tools are provided to adapt the software to end-user requirements without compromising support or future upgrades. To help you gain the most rapid possible ROI, LabWare also offers proven, pre-configured implementation Templates. These Template Solutions are designed to suit the requirements of specific industries, and may be used to rapidly implement systems with reduced configuration effort and therefore reduced project costs. Our implementation process itself encourages knowledge transfer so that you will be in a position to modify and extend the LIMS as your needs evolve, without reliance on LabWare. When you are a LabWare customer there are no surprises, no hidden costs, and no impediments to your continued progress.
A key attribute of any technically advanced solution is that the system has few, if any, platform or brand dependencies. LabWare LIMS has embraced this philosophy since its inception giving you, the customer, the maximum extent of choice with respect to hardware, operating systems and databases. The software is viable with any relational database including industry standards such as Oracle and SQL Server, and it can be deployed in a variety of ways to suit your goals and requirements. Centralized, decentralized and/or regionalized installations are all fully supported. The LIMS user interface can be deployed as a zero footprint and browser independent user interface; or as a thin client, thick client or in any combination of these. Desktop workstations, tablets, and wireless hand held devices are all supported. Purpose-built capabilities are provided for integration with applications such as SAP and Waters Empower, and an available library of web services allows you to author your own API where desirable.

THE LABWare ADVANTAGE
Choosing a laboratory informatics solution has long-term implications and is an important decision for any organization. LabWare’s products have been proven in a wide range of industries over a period of more than twenty years. Our sole focus is laboratory informatics and we develop, market and support a single, well planned and effectively managed suite of products. LabWare has never pursued an acquisition-based growth strategy, so our solutions have evolved according to a deliberate roadmap, without the disruptions and compromises brought about by redundant products, development support teams competing for fixed resources, and an understandably anxious customer base. LabWare is a stable, financially strong company with an extensive and global product delivery and support infrastructure. Our worldwide team includes the most experienced laboratory informatics professionals in the world.

LabWare’s Enterprise Laboratory Platform offers functionality and business benefits substantially beyond what is provided by a conventional LIMS or ELN. This is an instance in which the whole truly is greater than the sum of the parts.
LABWARE’S TEMPLATE SOLUTIONS

LabWare continually invests in product development to help our customers implement best practices within their industry. Our goal is to ensure that customers continue to benefit from a well maintained, flexible LIMS solution that will evolve with their businesses, and our unique in-place version upgrade capability facilitates this. LabWare’s customers remain up-to-date and current, avoiding the enormous cost of LIMS replacement.

LabWare’s value-added benefit in this key area is our development and delivery of industry-specific Template Solutions. The powerful configuration layer in our product allows our single common code base to be applied to a very wide range of industries, each of which has its own special workflows and automation requirements. In LabWare’s products, all configured behaviors reside in the database in the form of Templates, and LabWare has taken the initiative to pre-configure Templates to suit the requirements of specific industries. These Template Solutions are made available through LabWare’s consulting services group. Over 1000 LabWare projects have been successfully implemented worldwide, including many that are complex, multi-site, global systems. With the involvement and cooperation of these customers, LabWare is able to continually improve our available Template Solutions along with the training, documentation and validation materials that accompany them. Template Solutions are a powerful implementation aid and a key differentiator for LabWare, and we are continually expanding our Template offerings in order to provide our customers the best possible returns on their investments.
PROFESSIONAL SERVICES EXPERIENCE

One of the things that sets LabWare apart from many other companies is our sole focus on laboratory automation. LIMS and ELN are our core business, and we have built the strongest global team in the industry to ensure success. Our LabWare certified consultants have, on average, greater than ten years industry experience. This represents an unmatched resource for our customers, and assures complete, robust and successful implementations, whether large or small.