



PROFESSIONAL SERVICES

Personalized implementation and support for LIMS operational excellence



STARLIMS Professional Services

We're not just an informatics provider, we're your long-term partner. As an extension of your lab organization, our dedicated team will make sure that your LIMS solution not only meets your lab goals of today, but also supports your lab's future needs.

Exceed Your Lab's Goals with a Dedicated Partner

Every customer is assigned a team of STARLIMS consultants with capabilities in project management, business systems analysis, technical design, quality assurance, and much more. No matter the size, requirements, or industry that your lab operates in, our Professional Services team will configure a LIMS solution to fit your lab's needs.

A Powerful Framework for the Future

From reducing costs, ensuring quality, or enabling a paperless lab, our Professional Services team will tailor a solution that supports your lab's goals today and for years to come. Built on the powerful .NET framework, our solutions enable your lab to upgrade to new versions or integrate other technologies and instruments as needed. Mobile, Advanced Analytics, and Cloud Services capabilities ensure that your LIMS streamlines productivity and efficiencies with the latest STARLIMS technologies.

World-Class Industry Domain Expertise

Our team members have an average of 20+ years of prior experience or operational expertise in various domains. This specialized knowledge helps us determine the optimal system configurations for your lab and meet distinct, industry-specific standards and software regulations.

Proven Implementation Methodology

Our thorough and proven implementation methodology helps ensure that your software implementation happens on time and on budget—with no surprises. Throughout the process, our Professional Services teams will act as a true extension of your lab to ensure a successful implementation. Our approach consists of the following:

Discovery & Requirements Definition

We get to know your business from the inside out. First, we'll learn about your goals and business needs. A gap analysis and review of your lab workflow and instrument integrations will help us identify areas of improvement and opportunity. And finally, alongside your IT infrastructure team and other lab stakeholders, we'll work together to define software requirements and plan for a successful data migration.

System Installation, Configuration & Quality Assurance

Using the project plan as a roadmap, our software engineers configure and implement the solution, collaborating closely with your team throughout the process. Our development goes through comprehensive quality assurance testing to ensure that your solution meets the highest standards. Transparency and effective communication is key during this time, so we'll constantly share the project's progress, preview features, and make adjustments as needed. Hands-on training will ensure that your team fully understands how to operate and maintain the system for future enhancements.

Validation & Deployment

Once the solution is installed and tested, we will assist you through validation processes for industry standards before deployment. We will be on-site at your facility during deployment to ensure that the rollout of your solution happens smoothly and efficiently.

Training & Support

After your solution has deployed, we'll still be here to help answer your day-to-day questions, provide ongoing technical support, and plan for your future needs. We offer multiple in-person training sessions in four of our global offices, in addition to online training. Our comprehensive training offerings will ensure that your team is armed with the skills needed to get the most out of your LIMS solution.

Our Solutions

Laboratory Information Management System (LIMS)

Get the information you need—exactly the way you need it. Our STARLIMS Laboratory Information Management System (LIMS) is built on our decades of expertise and enhances data integrity, management, and sharing. Expertly handle complex processes, support regulatory compliance, and promote collaboration within your lab and among labs around the world in a variety of industries. Empower users to confidently make critical decisions and set your lab up for success for years to come.



Scientific Data Management System (SDMS)

The Scientific Data Management System extracts information from scientific documents and instruments, and places it into a structured, easy-to-access format. SDMS features, like document management, document routing, instrument data repository, instrument integration, and advanced file parsing and extraction, allow personnel to focus on science rather than time-consuming manual data-entry processes.

Advanced Analytics

Our Advanced Analytics solution allows you to analyze the data stored in your LIMS, enabling you to make better, more informed decisions. Colorful visualizations help managers proactively act on facts, apply remediation plans, and see the results of their plan, resulting in a more efficient laboratory. By looking at trends and patterns over time, you gain valuable insights into your lab operations. Answer questions about root cause analysis, identify performance bottlenecks and opportunities for improvement, and build a business case for new resources with this intuitive solution.

Additional Solutions

Electronic Laboratory Notebook (ELN)

Make a notable improvement in your data recording. Our ELN eliminates paper-based notebooks to increase efficiency, reduce error rates, and promote regulatory compliance.

Mobile

Use your smartphone or tablet to connect to your lab from anywhere. View key performance indicators, approve results, view status reports, and more to increase lab productivity.

Cloud Services

Configure your LIMS deployment in a secure environment and decrease capital costs by moving IT infrastructure to STARLIMS. Access your LIMS via a secure web browser.

Our success is your success. We are committed to building long-term relationships with every customer and focused on delivering customer satisfaction and quality results. We are passionate about what we do, and we believe in your lab's work, in whatever environment you are in – from delivering accurate results to patients in hospitals to upholding quality control processes in a manufacturing plant.

Industry Expertise

- Clinical Research
- Biorepositories
- Public Health
- Pharmaceutical & Biotech
- General Manufacturing
- Petrochemical & Refining
- Food & Beverage
- Environmental Sciences
- Forensics

Adheres to the following standards & memberships

- GAMP5
- ISO 9001
- PMBOK 2000
- HL7
- ITIL v3
- ASTM International
- American Society for Clinical Pathology
- Project Management Institute
- American Society for Quality
- International Society for Pharmaceutical Engineering

By the Numbers

27+ Years of experience in the data management solutions industry
20+ Average years of experience of a Professional Services team member
48+ Offices worldwide to support customers
1,000+ Solutions implemented

One Platform, One Partner

The Integrated Solution is customized to your lab and can include a combination of LIMS, ELN, SDMS, Mobile, and Advanced Analytics. With a single platform, you easily can store, manage, and access data and documents across your laboratory processes, independent of source and format.

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