

The Benefits of LabVantage Managed Services

Executive Summary

By Monish Grover, Director, Managed Services

LabVantage Solutions formally introduced a Managed Services offering in 2017, after successfully testing the concept with select customers. We have Managed Service contracts in place with customers in Life Sciences and Biobanking, Government, Quality Control, R&D, and Manufacturing.

Managed Services is a response to our customers' requests for proactive assistance with their LabVantage LIMS deployments, beyond the traditional Support and Maintenance Plan (SMP).

Customer Challenges

Managed Services address operational, personnel, and technological challenges at customer sites by proactively taking responsibility for managing and improving our customers' LIMS and speeding the resolution of issues. Specifically, Managed Services can significantly reduce the amount of time it takes from initial investigation of a problem to the development response and resolution.

Customer Successes

For customers using LabVantage Managed Services, a key advantage has been the time savings and clarity from LabVantage owning responsibility for the system. When one LabVantage customer suffered performance degradation and internal staff could not identify a cause, leading to delays and system downtime, the switch to Managed Services helped immediately identify and rectify such problems. Another customer grew tired of delays in identifying who owned a problem, and engaged Managed Services to funnel all challenges through LabVantage. The result has been significant acceleration of resolution, as well as a reduction in initial challenges due to system monitoring.

Total Value

Managed Services adds value by:

- **Making IT and labor costs** more predictable; for IT, pay for only what you use; for labor, you don't have to hire and train IT staff.
- **Bringing expertise to projects**; a focused, experienced, and knowledgeable Managed Services team delivers quick turnaround and efficiency.
- **Reducing risk** – whether from technology and regulatory changes to staff continuity.
- **Providing a single point of contact** to add clarity and confidence to problem solving.

An Extension of SMP

SMPs service the core LabVantage LIMS – providing product patches and maintenance releases, and offering suggestions on best practices and uses of product features. SMPs offer limited third-party support for licensed software and do not provide upgrade services or staff for enhancements/expansions.

Managed Services can be added on top of SMP to provide active monitoring and management of all LIMS environments; it covers customizations and full support for all licensed software; and focuses as a solution to enhance the system and optimize performance with a dedicated service team.

24/7 Coverage

Managed Services provides assistance, via 24/7 telephone or web portal access, from a highly experienced, trained team that is knowledgeable of the customer's business operations and LIMS deployment. On-site and in-person meetings, systems analysis, and training can also be accommodated.

Managed Services Packages

Standard Managed Services offer:

- 24/7 support and availability
- LIMS environment management
- Proactive monitoring
- Ongoing issue resolution
- Guidance on system usage
- Alternate-year upgrades
- Patch and Maintenance Release review, determination, and install
- Document and create customer-specific knowledgebase
- Validation support (optional)
- Support for disaster recovery
- Incremental enhancements and new development
- 12 person-days within a calendar year for new development work

Enhanced Managed Services includes all standard services plus:

- System upgrades on demand
- Planning and execution of enhancements
- Remote training for new users
- Incremental enhancements and new development
 - Up to 50 person-days per calendar year
 - System improvements
 - Report improvements
 - Label improvements
 - Interface improvements

Do You Need Managed Services?

Yes – if you are looking to upgrade; if your LIMS is mission critical; if you want knowledgeable, qualified, and experienced personnel managing your system; need help keeping up with technology; if your solution is customized; if its externally hosted; if you lack technical resources, require support during validation, or want a single point of contact.

TO LEARN HOW Managed Services has helped one of our customers, [download our case study](#).

TO DISCUSS how Managed Service can help you reduce and speed resolution to challenges, [contact LabVantage](#).



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ABOUT LABVANTAGE SOLUTIONS

LabVantage is the recognized leader of enterprise laboratory software solutions with over 35 years of experience. We deliver an integrated laboratory informatics platform including laboratory information management systems (LIMS), electronic laboratory notebooks (ELN), and laboratory execution systems (LES). We support more than 1500 customer sites in the life science, pharmaceutical, medical device, biobank, food & beverage, consumer packaged goods, oil & gas, genetics/diagnostics, and healthcare industries. Headquartered in Somerset, N.J., LabVantage offers a comprehensive portfolio of products and services that enable companies to innovate faster in the R&D cycle, improve manufactured product quality, achieve accurate record-keeping, and comply with regulatory requirements. The LabVantage integrated LIMS/ELN/LES platform is highly configurable, purpose-built, and 100% web browser-based to support hundreds of concurrent users and seamlessly interface with instruments and other enterprise systems. **For more information, visit www.labvantage.com.**

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