

# Novozymes Saves Time and Money with Managed Services

## Savings from Clarity

Novozymes, a global biotechnology company headquartered in Denmark, discovered a way to save time and money: it turned to a Managed Services contract from LabVantage for its integrated LIMS deployment.

The maker of enzymes and microorganisms used in detergents, food, feed, and numerous other products has relied on LabVantage LIMS since its predecessor days, and has been using the current technology platform since 2006. The system is interfaced to SAP and six other MRP systems. With nearly 400 users across countries from Denmark to Brazil, China, the U.S., and India, LabVantage LIMS is mission critical to the quality of Novozymes' enzyme production.

When issues cropped up, however, it was often difficult to determine which of the many vendors supporting IT was responsible to deliver a solution. The upgrade to LabVantage LIMS v6 in 2013 led Novozymes to make a simple request of LabVantage: own everything.

"We have historically spent a lot of time asking ourselves, 'Is this an issue our hosting partner should solve or something LabVantage should solve?'" says Henning Nielsen, senior manager in IT and Technology Development at Novozymes. "It was a waste of time discussing all this, so now it has become much, much easier with the Managed Services. The largest improvement seen is that time spent on issues when they appear has gone dramatically down."

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Henning Nielsen



## Switch to Managed Services

LabVantage Managed Services has provided full lifecycle application management services for Novozymes since early 2014. This includes proactive monitoring, 24/7 support, a dedicated team, and proactive planning for enhancements and upgrades. LabVantage owns daily monitoring of the production environment, installation services, validation testing and documentation support, bug fixing, environment maintenance, and system upgrades.

Nielsen says Novozymes staff still handles some functional support internally, escalating to LabVantage as necessary, but that all technical issues are immediately sent to LabVantage. The real advantage stems from proactive monitoring, which eliminates or reduces problems in the first place. "As part of the contract, they are monitoring the system... so we don't see that many issues," he notes. "On top of that, we see a faster solution because they have the full responsibility."

LabVantage Managed Services provides a single point of contact and assigns dedicated staff to oversee all services.

"They know the installations for the customers where they are managing the services," Nielsen points out. "You get an expert on your installation and they can react much faster than a general support department."

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## Next Steps

Novozymes is deploying LabVantage's cloud-based architecture in mid-2018 and then upgrading to LabVantage LIMS v8. "We'll get that for free, so to speak," Nielsen says of the upgrade. "You can stay current without having to find money for an upgrade project because it's part of our Managed Services contract."

## Words of Wisdom

Nielsen "strongly recommends" a Managed Services contract for LIMS deployments. Reducing the number of vendors involved drives clarity of responsibility and speeds resolution of issues. "We know who to call and don't have to find first where the issue is located," he says.

Managed Services also reduces the need for internal resources and eliminates overlap between multiple vendors. "We have saved in other places by reducing the number of vendors," he says.

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### ABOUT LABVANTAGE MANAGED SERVICES

LabVantage Managed Services provides full lifecycle application management services for business-critical LIMS solutions. The service takes ownership of monitoring, managing, and optimizing LabVantage LIMS, providing savings through clarity for our customers.

**TO LEARN MORE** about LabVantage Managed Services, visit [labvantage.com/services/managedservices/](http://labvantage.com/services/managedservices/)



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### ABOUT LABVANTAGE SOLUTIONS

LabVantage is a multinational enterprise software provider with over 35 years of experience in laboratory informatics, including laboratory information management systems (LIMS), electronic laboratory notebooks (ELN), and laboratory execution systems (LES). It has ongoing relationships with more than 750 clients supporting more than 1500 sites working in the life science, pharmaceutical, medical device, biobank, food & beverage, CPG, oil & gas, genetics/diagnostics, and healthcare industries. Headquartered in Somerset, N.J., with 450 employees, 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 platform is highly configurable, purpose-built, and 100% web-based to support hundreds of concurrent users and seamlessly interface with instruments and other enterprise systems.

**For more information, visit [www.labvantage.com](http://www.labvantage.com).**

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