

Supporting a Clinical LIMS Enhancement for a Global Biopharmaceutical Company

The client is a well-known global, R&D-driven biopharmaceutical company focused on the following therapeutic areas: Vaccines, Gastroenterology, Neuroscience, Rare Diseases, Oncology, Genetics, and Hematology. The company seeks to deliver novel medicines to patients and the general population through the development, manufacturing, and marketing of drugs and vaccines.

The client engaged Clarkston to aid with the continued development and enhancement of the LIMS application within their Vaccines R&D Business Unit. This included helping with configuration, technical development, and supporting their validation activities. In addition, the Clarkston team recommended best practices, enhanced the end-user experience, and carried out improvements with the assistance of a unit-wide LIMS survey.

Many users provided feedback about the performance and difficulty of use of the existing LIMS solution. To address this issue and best assist system users, Clarkston, in close collaboration with the client, designed and developed an 18-point questionnaire that was used as part of a survey conducted to gather end-user perception about their LIMS experience. Responses were used to identify system enhancements and improvements needed to optimize and increase efficiency, which were then implemented by the Clarkston team.

Life Sciences Case Study

PROJECT OVERVIEW

INDUSTRY:



Life Sciences

PRODUCTS AND SERVICES :



R&D, Clinical,
Vaccines

PRIMARY OBJECTIVES:

- Enhance existing LIMS functionalities within the client's Vaccines R&D Business Unit
- Improve end-user system experience
- Support LIMS server/database technical activities, including coding and configurations
- Add new enhancements as per end users' prioritization
- Refine performance and recommend best practices

RESOLUTION:

- Supported LIMS server/database technical activities, including hands-on system configuration and code development changes
- Managed the end-to-end monthly release cycle to rapidly deploy system enhancements

KEY BENEFITS:

- Leveraged change management best practices to determine the root cause of end-user system dissatisfaction and work to change perception
- Boosted system perception, performance, and speed through multiple trainings and close collaboration
- Saw significant improvement of LIMS for end users, notably through tracking and searching for samples and inventory materials, ease of use of visual workflows, and general performance
- Expanded and fine-tuned support visibility, with users now able to contact support directly from the LIMS application
- Streamlined functions that were rarely used, unclear, and redundant, especially in taskbars



KPIs

- Significant improvements in performance and speed
- Increased system interaction and ease in navigating key functionalities
- Improvement in the use of visual workflows
- Out of the recommendations gathered, 16 incident tickets were created to address these issues over 9 months

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