CUSTOMER FACING PORTAL
for LAB Customers

LABSOLS

www.microbiology-lims.co.uk

Introduction

Laboratories are increasingly being asked by their customers to deliver reports online. A Customer Portal connected to LIMS provides your customers with their own, secure, easy-to-use web portal where they can download reports, review work statuses, obtain invoices and more.
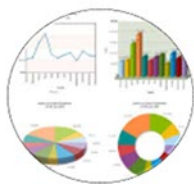
We have Customer facing portal which will pull details from Lab/LIMS database to allow lab customers to enter test requests and to retrieve reports, pay invoices and to get support from the lab in no time. This application is ready to start by any lab in few minutes and can be accessible from multiple locations. We have also integrated this application with Mobile Apps.

It can easily capture your present Lab process and offers excellent functionalities for you and your customers which includes Sample Management, Reports, Communication, Invoicing, Document Management, Log Management, etc. We have SPC Reporting and Analytic tools integrated with the system which is a great add on.

Application can be hosted in cloud platform (Windows Azure Platform) to gives customers and client opportunity to enjoy the maximum benefits of cloud including data storage, security, cost saving for installation and IT infrastructure etc.

It is highly secure with all data managed over server (cloud) and provides simultaneous access to all the users. **"Now Lab customers can get your lab service on their own, 24 hours a day."**

Customer can

My Dashboard - View Lab Performance

My Samples - View their Samples & Current Status

My Reports - View their reports on various parameters

My Bills - View their lab invoice, outstanding & Pay online

My Enquiry - Lodge Enquiry, Issue & get instant support
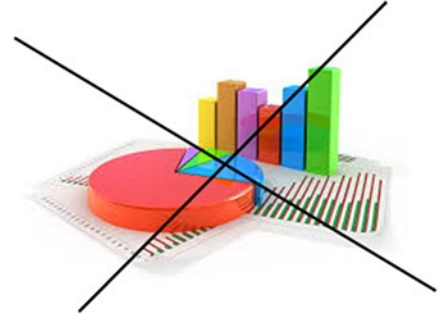

My Documents - View/Download documents in different formats

LABSOLS LAB CUSTOMER FACING PORTAL

Pleasure to Key Pains - Laboratories face dealing with customer requirements

Challenges for Lab "business"

- Difficult to track lab service performance and forecast to next business planning.

- Difficult to automate lab and decision processes to reduce costs and streamline operations.

- Difficult to control increasing operating cost to cover for the same on various departments.

- Difficult to expand lab services and reach more customers.

Challenges for Lab "customers"

- Difficult to manage increasing customer jobs (lab service for testing) at a time

- Difficult to manage increasing customer issues, complaints and requests running manually

- Difficult to maintain quick and effective delivery to clients

  Difficult to keep customer satisfaction on top of increasing
- customer orders/jobs

Challenges for Lab "operational process"

- Difficult to minimize the long time consumption on manual search and record collection for samples and other elements

- Difficult to improve performance in terms of sample turnaround and the quality of reported data

- Difficult to remove errors during manual calculation processing, eliminating costly retesting

- Difficult to deliver fast and on-demand specific reports from customer against job

LABSOLS LAB CUSTOMER FACING PORTAL

Solution Features

Online and On-Demand Delivery

◆ Customers can login 24/7.

◆ Status updates are visible to customers as soon as you make them available.

◆ You choose the information you want to make available and when you want it to be available.

Integrated with Your LIMS, Website and Brand

◆ Link to the portal directly from your website.

◆ Your portal will be branded with your name, your logo, your information.

Security

◆ Your customers only have access to their own information and only when you are ready for them to have access to it.

Email Notifications

◆ You can set up email notices to let your customers know when certain events occur, such as when samples are received, reports are available, etc.

Search Functionality

◆ Customers can search months' worth of their history to find the information they need.

Test Request Functionality

◆ Customers may submit test requests directly to your lab via the portal.

◆ LIMS administrators control the fields and information required in the request screen.

◆ Requests are mapped to LIMS work orders to streamline the information as it comes into the laboratory.

LABSOLS LAB CUSTOMER FACING PORTAL

Key Highlights

Cloud Computing

This application is stored in Windows Azure Platform. Enjoy the maximum benefits of cloud including data storage, security, cost saving for installation and IT infrastructure etc.

Powerful Reporting

The application's advanced reporting provides critical facts for organization's better analysis and decision making

Document & Log Management

The application has the provision of maintaining all client records and log issues thus managing all customer communications at a single place.
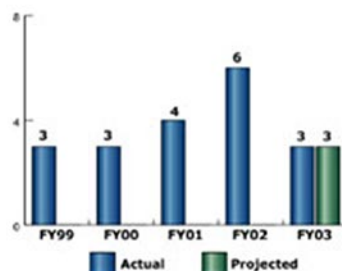
Mobile Integrity & OPR Intelligence

Mobile applications give customer & client the opportunity to access information easily from anywhere where they have access to the internet read more

Statistical Process Control (SPC)

This application provides various graphical representation of real time business aspects which aids the user in analyzing business better

Sample Management

The application records various stages of the testing process and all information related to each stages.

Labsols LAB Customer Facing Portal
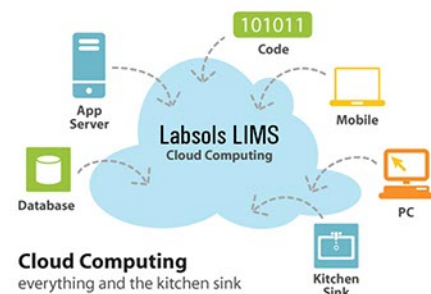
LABSOLS LAB CUSTOMER FACING PORTAL

Architecture & Implementation

Labsols **Customer portal** is one of the latest technically advanced customer facing portal connected to Laboratory Information Management System to the market, and it is tighten its position hold with present happy customers in different domains.

Our **Customer portal** for lab customers can also be hosted on cloud which is powered by Microsoft Cloud Computing. It is now in Windows Azure Platform to gives customers and client opportunity to enjoy the maximum benefits of cloud including data storage, security, cost saving for installation and IT infrastructure etc.

Customer portal is hosted in cloud platform that will enable users to get the maximum benefits of the cloud based solution. Following are some of the advantages:

- The application can be integrated with an organization's existing IT environment

- Organizations can store as much documents in a cloud based system as well as share data when needed

- Users of the application can access the solution anywhere

- It will also eliminate the need for extra IT personnel, which will result in time savings as well as cost savings by almost 60%

Comprehensive Customer Portal Implementation

Proper customer facing portal implementation ensures the best use of your lab resources and customers. Labsols provides you with a comprehensive and customized implementation solution for your lab. The Customer Portal implementation is comprised of 4 major aspects:

- Customer Portal -LIMS Business Analysis
- Customer Portal -LIMS Configuration
- Customer Portal -LIMS Project Management
- Customer Portal -LIMS Customization

Great success stories with happy Customers

Intertek

bp

PREMIER FOODS

Lloyd's Register

Envirodyne Laboratories, Inc.

TECHENOMICS

TOTAL

HAROUGE OIL OPERATIONS

LAB SOLS

BIT WAVE SOLUTIONS LTD.
Berkshire House 252-256 Kings Road,
Reading, RG1 4HP UK
Sales : (+44) 01189 072 519
Switchboard : (+44) 01189 519 561
sales@labsols.com

World of excellent solutions creating a SMARTER LAB

LAB CUSTOMER FACING PORTAL