

NuGenesis Laboratory Management System Health Check

To make sure your operations are running at peak efficiency, periodic examination of your system environment is essential for improving performance, early detection of potential problems and for maximizing your return on investment (ROI).

WHAT IS A SYSTEM HEALTH CHECK

A System Health Check is a periodic assessment to benchmark the operating conditions and performance of your NuGenesis® Laboratory Management System (LMS). A Waters Informatics Professional Services consultant will perform this analysis; review all system components, confirm optimal installation, reconcile any discrepancies, and isolate the causes of any performance issues. Our Professional Services consultants will help you evaluate your current solution to ensure that you are maximizing your ROI, while decreasing the total cost of ownership.

BENEFITS OF A SYSTEM HEALTH CHECK

Once organizations reach the production phase of deployment, they typically face the challenge of maintaining their software system. There may be tools not fully utilized that would easily meet changing business needs. By closely assessing and accurately diagnosing system issues, a System Health Check will give you a complete picture of your current LMS implementation and environment, showing you where you can save time, reduce costs, and increase revenue.

By analyzing your LMS usage and associated workflows periodically, you can be certain that your software is performing at the highest levels possible and that you are successfully leveraging the full functionality of the LMS product suite.

HOW DOES A SYSTEM HEALTH CHECK WORK?

- Review current system environment, licenses, and users
- Review your laboratory's workflow and processes
- Identify new features or applications to streamline your processes



Our highly trained Informatics Professional Services consultants will provide the following deliverables as part of a scheduled System Health Check visit:

Data Modeling Assessment/Review

- What volume of data is being captured?
- Is there sufficient storage allocated for the time period of interest?
- Are the scan intervals optimal?
- Is metadata captured accurately?
- Data management strategy/issues

Workflow Assessment

- Is the software being used as intended?
- Can the current workflow be improved?
- Integration opportunities with existing systems

System Performance

- Vision response time
- Architecture modifications

Maximizing System Value

- What modifications could translate to greater benefits?
- Is additional training necessary?

Preventative Maintenance

- Backup strategy—test the actual back ups
- Performance monitoring

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Your “Next Steps” Partner

A global network of project managers, informatics engineers, and application scientists dedicated to ensuring the success of your organization—providing a comprehensive suite of tailored services to optimize efficiencies, lower costs and maintain regulatory compliance in constantly changing markets.

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WATERS GLOBAL SERVICES

Delivering world renowned services and support

Waters Service and Support offerings are tailored to optimize your laboratory productivity while addressing your budget realities. Our offerings help maintain system peak performance, minimize down time, address scientific application challenges, and support stringent compliance requirements. As your services and support provider, we are committed to the success of your laboratory and business.

Waters quality support and consultative services ensure your success wherever your laboratory is located in the world.



Waters has consecutively earned the ACE Award since 2001 for providing best-in-class technical knowledge, issue resolution, and process support.

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