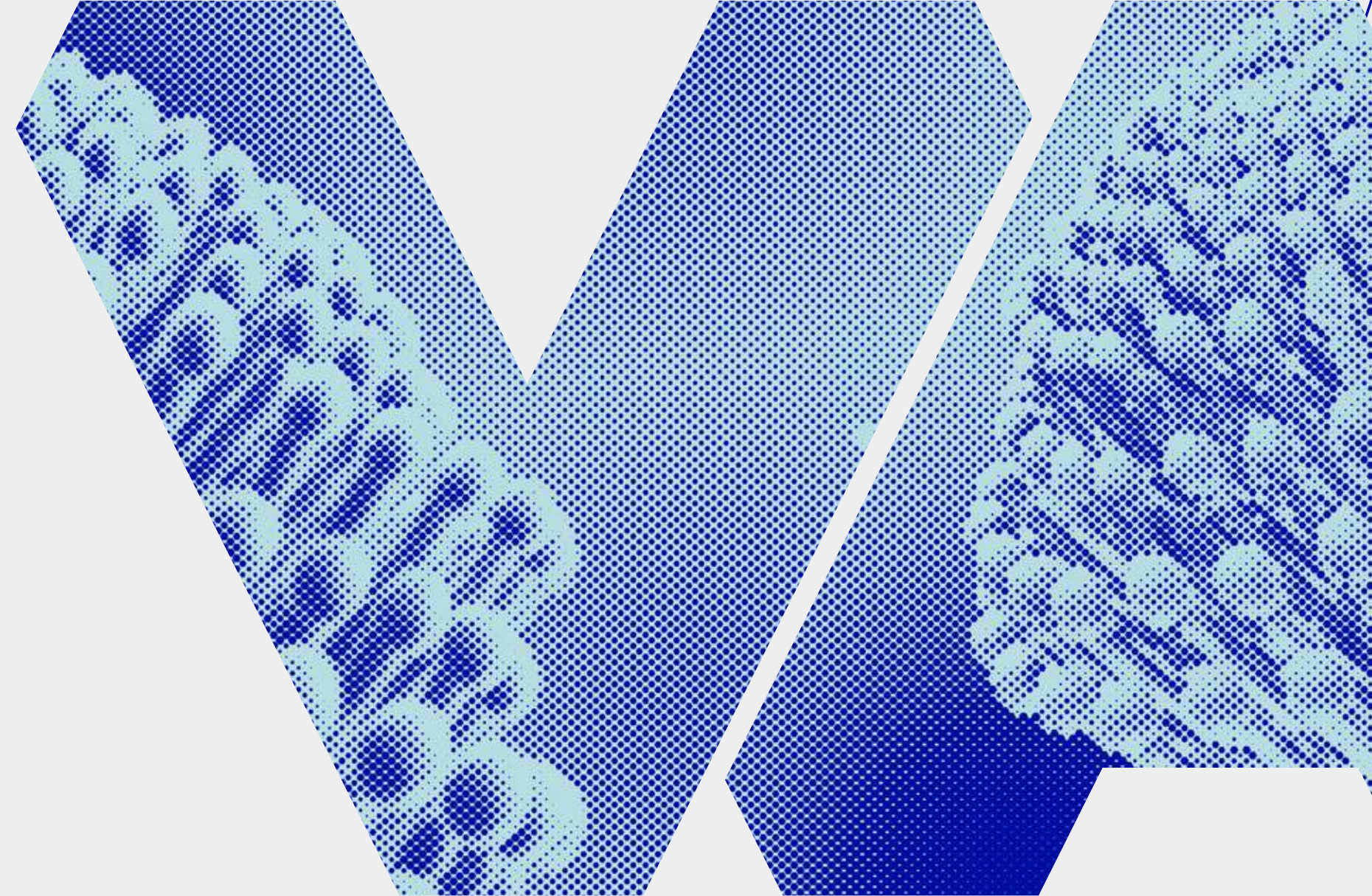


CASE STUDY:

TRANSFORMING THE
AUTOMATION OF A GROUP OF
LIFE SCIENCE LABORATORIES
WITH VERITAS AUTOMATA
PROFESSIONAL SERVICES

Pablo Díaz and Daniel Misas



Veritas Automata™

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Overview

A group of 77 life science laboratories spread across the USA and Canada with headquarters in Cinnaminson, NJ specializes in analyzing samples for environmental purposes, including the detection of harmful substances like spores and asbestos which can impact human health. The laboratories operate in various domains, such as microbiology, asbestos, food, chemistry, and industrial hygiene.

Challenge

The life science laboratories faced fierce competition in a rapidly evolving market, compounded by the struggle to hire technical talent quickly. They required a proficient partner to accelerate their development pace, surmount technical obstacles, and remain competitive. Lack of software developers hired hindered their capacity to handle business demands.

Their manual strategy process based in Excel files led to error-prone scenarios, impeded competitiveness, and prevented scaling, leading to increased prices for sample tests. The laboratories needed to automate various aspects of their operations to improve accuracy, efficiency, and competitiveness in the market.

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Collaboration with Veritas Automata

Veritas Automata Professional Services' collaboration with the life science laboratories began in November 2020 and encompassed multiple projects with distinct goals. Veritas Automata Professional Services played a crucial role in automating manual processes that were previously carried out in Excel. These processes include:

- **Accreditation Tracking:**
Automated tracking of accreditations, ensuring compliance with standards and regulations.
- **Quality Control:**
Automation of quality control processes yielded more control over the process and therefore reduced errors, enhanced analysis results, and helped execute quality control as required by the accrediting bodies.
- **eCommerce:**
Automated eCommerce processes, enabling efficient online transactions.
- **Result Entry:**
Automation of customer sample analysis results, leading to faster delivery.

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Veritas Automata Stakeholders & Project Personnel

Veritas Automata Professional Services' team was initially comprised of one member and later expanded to a team of 14 professionals, including frontend developers, backend developers, a software architect, a team leader, and a scrum master. Other key stakeholders include Veritas Automata Professional Services decision makers, including the VP of Technology, Director of IT, and a Business Analyst Leader, the Communication Lead, and various project-specific stakeholders, including Pablo Díaz and Daniel Misas.

Technologies Used

Veritas Automata Professional Services leveraged a range of advanced technologies to automate the laboratories' processes. These technologies include:

 Azure DevOps	 Microsoft SQL Server	 Internet Information Services	 C# and ASP.NET Core	 Azure Services Bus
 React JS	 Azure Application Insights	 K6.io	 Domain Driven Design	 Command Query Request Segregation

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Challenges & Lessons Learned

Veritas Automata Professional Services assisted in implementing, transitioning, and aligning expectations, and success was achieved by using a critical balance of technical expertise, planning, combined with transparent and ongoing communication. A focus on Agile principles brought benefits such as improved management and early feedback. Having a dedicated Business Analyst role and segregating functional testing emerged as crucial lessons for enhancing requirements accuracy. Capturing the product vision, creating user stories, and refining requirements remained central to improvement.

Impact

Through Veritas Automata Professional Services' efforts, the life science laboratories achieved significant improvements by automating several of their systems. Automation led to: reduced sample test/analysis prices, enhancing competitiveness in the market; streamlined operations, reduced errors, and increased efficiency; and enabled the life science labs to scale its operations seamlessly, accommodating a growing customer base to improve profitability without sacrificing accuracy.

Conclusion

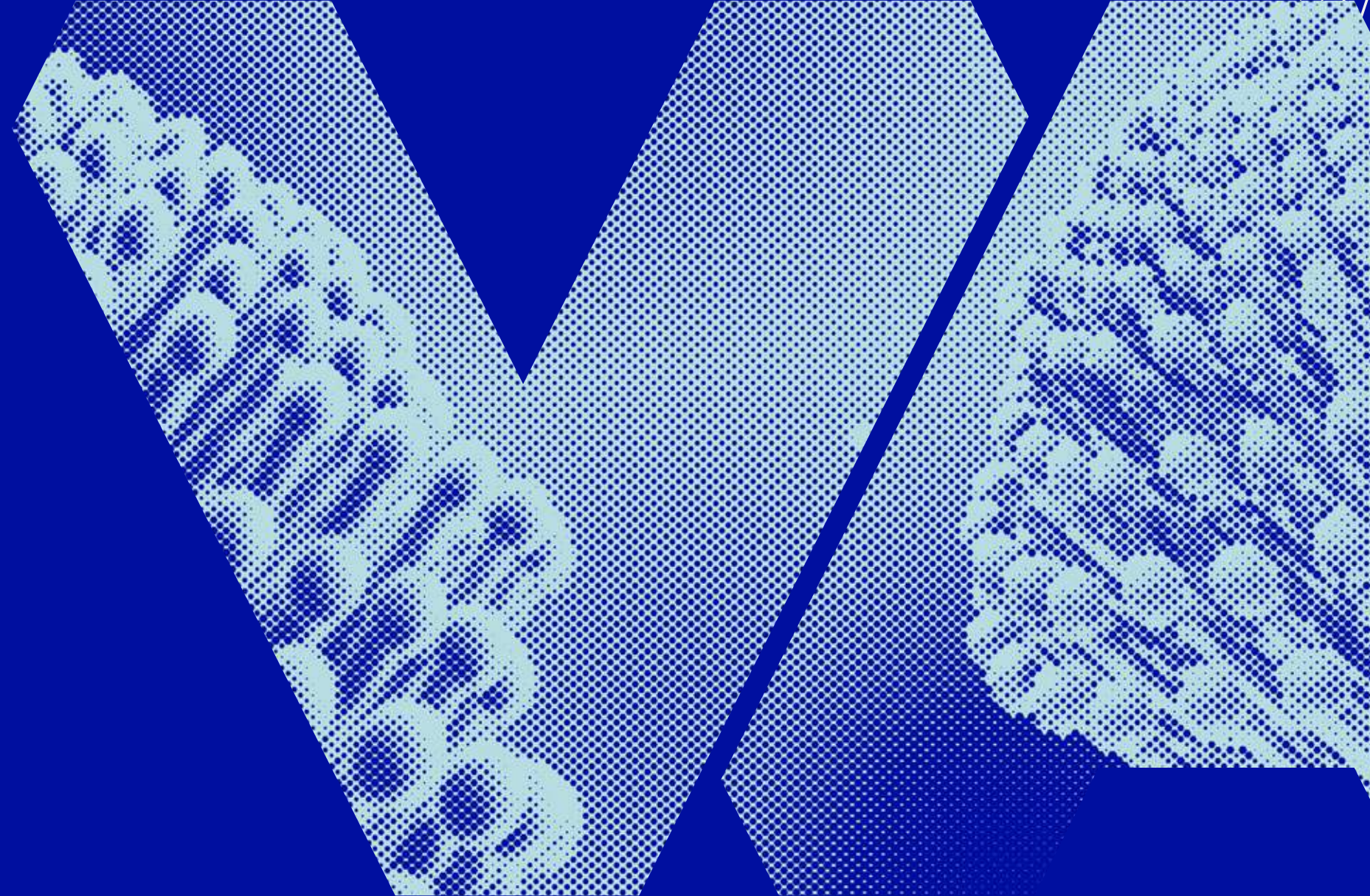
The transformative collaboration between the life science laboratories and Veritas Automata Professional Services showcases the remarkable impact of automation and advanced technologies on environmental analysis processes. Veritas Automata Professional Services' expertise enabled the laboratories to overcome manual process limitations, achieve operational efficiency, enhance competitiveness, and improve customer satisfaction. This case study illustrates how the integration of cutting-edge technologies and methodologies can revolutionize the operations of scientific laboratories and similar industries.

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