



THE GLOBAL LEADER  
FOR **LIMS** and **ELN** SOLUTIONS

## **THE LABWARE PROMISE**

**LabWare promises that when you partner with us you will never need to consider another LIMS and ELN. LabWare's success depends on your success.**



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## ***A reputation for exceptional performance***

LabWare is the world's leading specialist in laboratory workflow automation. We empower our customers to succeed because we engineer and deliver a full featured, configurable, enterprise solution that provides results and retains its value. LabWare has a truly global presence with an extensive and experienced services team that will help you configure your system to meet your requirements and satisfy your expectations. This attention to customer success and satisfaction is why LabWare LIMS consistently earns so many top industry accolades and why it is by far the world's best-selling laboratory automation platform.

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## *unique product architecture + results-oriented global team*

### **PRODUCT ARCHITECTURE DESIGNED FOR YOUR SUCCESS**

LabWare's Enterprise Laboratory Platform promotes success. Comprised of LIMS and ELN functioning as an integrated single solution, it offers the industry's broadest range of user-configurable functionality and is based entirely on open standards. This provides the best solution to current requirements and also enables the system to be readily adapted as your business needs change. Our commitment to open standards also means that the LabWare solution will be compatible with your existing computing environment and that you can be confident it will adapt to the future. LabWare customers easily upgrade to new release versions and implement new computing technology without reconfiguration. Our unique software enhancement program provides continuous added value in the form of new product features and functional modules.

### **A PASSION FOR ACHIEVING RESULTS**

LabWare's global team is entirely focused on a single solution platform and includes the most experienced laboratory automation professionals in the world. This product strategy benefits every LabWare customer because it enables all of our development, support and implementation resources to focus on a common solution. The LabWare technical architecture facilitates easy upgrades and functionality enhancements, so our customers are always current and remain well supported. We also have a unique business practice of making all functionality available under a single software license and of not charging extra fees for optional modules. In this way, all our customers share in the benefits of a continually improving product suite.



*“Very flexible configuration.*

*LIMS can do almost anything we require with configuration”.*



## **YOUR NEEDS AND THE EVOLVING MARKETPLACE**

Commercial Laboratory Information Management Systems and Electronic Laboratory Notebook products have independently emerged over the past several decades. Because the early market entries provided only limited capabilities, many companies responded by writing their own software. Since that time the marketplace has seen a proliferation of commercial off the shelf (COTS) systems prompting the ASTM to publish various standards, and companies no longer have the need to develop their own systems. LabWare has offered commercial off the shelf applications for LIMS and ELN for years. Our systems not only meet applicable ASTM guidelines but have also earned a position of leadership among commercial products. LabWare's Enterprise Laboratory Platform encompasses all of the traditional LIMS and ELN concepts and extends them even further by adding complementary capabilities and technologies. Most importantly, it does so with complete and seamless integration. The result is a single system that meets the diverse needs of the modern laboratory. If your existing laboratory software is no longer satisfactory, or the computing platform it requires is no longer supported, then you can rely on LabWare to deliver a proven, modern and comprehensive replacement system for your business. In fact, many companies find that the cost of maintaining or upgrading an existing inferior system actually exceeds the investment needed to replace it with LabWare.

We have extensive experience replacing other vendors' legacy systems and you can count on us to provide a flexible and upgradeable system that delivers compelling results at a reduced cost. Many customers who purchased LabWare products ten or more years ago are running up-to-date systems that still meet their requirements. – **once a LabWare customer, always a LabWare customer.**



*"One of the best vendors.  
Product is dynamic and outstanding"*

### **TAKE CONTROL WITH CONFIDENCE**

Whether they are single laboratory systems or enterprise class projects, implementations are challenging. No two companies have exactly the same business practices, process workflows or integration points and these variables, along with the needs they address, are likely to change over time. As a result successful solutions must be functionally rich as well as adaptable. Experience has shown that systems implemented with an off-site development approach or that are delivered as customized turnkey systems have a very high failure rate. In fact they are often out-of-date before they even go live and are typically difficult for the customer to manage and modify, resulting in a costly reliance on the vendor for technical assistance.

LabWare believes that your system should allow you to adapt easily to your changing business requirements. It is simple to use our product's wealth of built-in capabilities to support new workflows or business rules without resorting to customization. And because the system is customer configurable without dependency on LabWare's services, you are in complete control.



***"Product was chosen for its flexibility  
and has not disappointed us."***

LabWare is a global business. This enables us to ensure consistency in project delivery. We are directly responsible for selling, implementing and supporting our products on a worldwide basis. Our employees are located in more than forty countries, with twenty offices dedicated to project activities and customer support.

We invite you to evaluate the flexibility and effectiveness of our product solutions. Contact us to schedule a visit to allow us to show you that LabWare has the complete answer to your laboratory's business needs.

For more information, visit our website at [www.labware.com](http://www.labware.com).



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# MISSION STATEMENT

To be the best LIMS provider in the world in a manner which provides long-term viability, builds on success, leverages alliances, engages the entire user community and is product-focused, so that we create the most value for our customers

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*Offices worldwide  
supporting customers  
in more than 100 countries*

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## Corporate Headquarters

### LabWare, Inc.

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## Regional Offices and Other Worldwide Locations:

Al Khobar, Saudi Arabia · Altrincham, UK · Bangkok, Thailand · Beijing, China · Bogotá, Colombia · Dubai, UAE · Helsingborg, Sweden  
Jakarta, Indonesia · Johannesburg, South Africa · Kolkata, India · Lausanne, Switzerland · Melbourne, Australia · Paris, France  
São Paulo, Brazil · Shanghai, China · Singapore · Tokyo, Japan · Verona, Italy · Weinheim, Germany