



What's New in LABWORKS 6.0?

Paul Fjeldsted

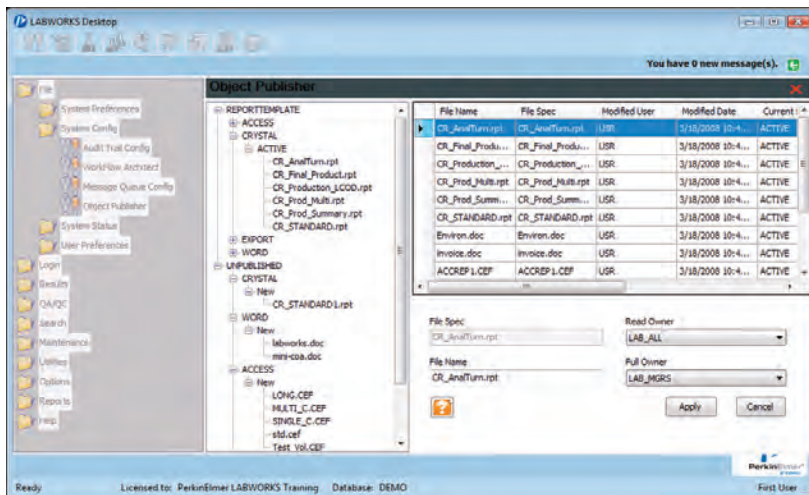
Building on over 20 years of excellence in the LIMS industry, LABWORKS 6.0 was built from the ground up to take LABWORKS to the next level of security and configurability. This two-part article will cover some of the new features of LABWORKS 6.0 in-depth. We'll start with features that are completely new to LABWORKS. Next month, we'll cover some of the internal features that have changed as a direct result of your feedback. Here's an overview of Desktop Messaging, State Management, Analysis Ownership and Object Publisher:

State Management: With State Management you have more control of Analysis Codes, Location Codes and Result Templates. You can now have

these items under state control so you can assign them as "Under Development" or "Suspended." This gives you a way to create new items and control their access until they are ready for all users. For example, when developing a new report template, you can keep it in the "Draft" state during development. Then, when it's completed you move it to "Active" to give the users access to it.

Object Publisher: In response to countless requests to control who has access to which report template, LABWORKS 6.0 includes the Object Publisher. Object Publisher delivers access to report templates based on group membership. Now, you can have unlimited report templates, but publish selected templates to specific

groups, improving usability and control.



The Object Publisher gives you more control over the reports available internally.

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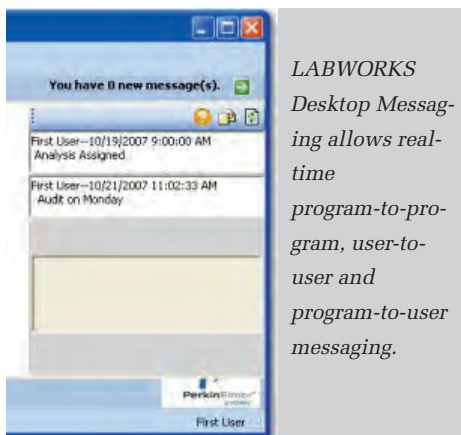
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Analysis Ownership: Analysis ownership gives you control over visibility of analysis results. Do you have a sensitive test that only selected users should have results view access? Analysis Ownership takes care of this. Do you want your Results Entry templates to be limited to tests for a specific laboratory department? Analysis Ownership handles this as well.

Desktop Messaging: With Desktop Messaging, users are alerted of significant laboratory activities. The messaging foundation built into LABWORKS 6.0 allows users to send messages to each other. It is also the foundation for other programs sending messages to users. So far, a couple of applications have been developed that send messages to users: Process Scheduler assigning analyses to users and Specification Violation. More programs with messaging features are on the way.



LABWORKS Desktop Messaging allows real-time program-to-program, user-to-user and program-to-user messaging.

Look for more new features of LABWORKS 6.0 in the next newsletter. If you would like to schedule your 6.0 implementation, please contact Claudia Lukac Nye (lukacca@perkinelmer.com.)

The Web comes to LABWORKS 6

Ian Brown

With the release of LABWORKS 6, the web has arrived. Sporting a familiar browser look and feel, the new web-based sample login and LW Explorer modules may be just what your lab is looking for as a complement to the traditional LABWORKS client. But when it comes to our development of the new web interface for LABWORKS, beauty is more than just skin deep.

LABWORKS 6 is one of the first LIMS to utilize ASP.NET 2.0 with AJAX technology, which makes web pages feel more responsive by exchanging small amounts of data with the server behind the scenes, so that the entire web page does not have to be reloaded each time the user requests a change. So what's that mean to your users? Better performance and interactivity than many other web applications. How many web applications do you currently use which are terribly slow even across a high-speed connection? Just as there are good and bad Windows applications, web applications are no different. That's why PerkinElmer invested in the latest web technology development tools in order to bring you a nimble and responsive set of web applications for LABWORKS LIMS.

Users of LABWORKS' web pages will enjoy the same performance as the Desktop version, which is another key feature of the new Web interface. The same code is used for both web and Windows interface

guaranteeing consistent results regardless which interface is used. The use of AJAX technology makes it possible to provide a desktop-like experience from a Web interface.

Let's look at an example for a user that has thousands of different test points and runs a series of different tests for each test point. In the past, a Web application would either have to give the user an enormous page containing all of the different tests for each point or a large page containing all the test points but no tests. In the second case, the user would make their selection and then have to wait for the entire page to be downloaded again to provide the tests for the point they selected. With LABWORKS 6, the user can simply click on a test point and only the tests and other needed information for that particular point need to be downloaded. This is usually accomplished so quickly that the user does not even notice the delay. While it is being done the page remains live so that the user can, for example, select another test point.

Having a Web version with equivalent capabilities to the Desktop will enable many customers to save time by providing more users access to the LIMS. For example, users at remote sites will be able to log in their samples and view results with the Web application. This helps save time in the lab by reducing data entry and the need to deliver results to users.

Improving Customer Support

Claudia Lukac-Nye

Over the last 18 months, LABWORKS has been ramping up our support and listening to our client's requests and suggestions for enhancing our support. From additional support staff, to improved technical support response, we are constantly striving to give you the most value for your support dollars.

We are pleased to announce two new members of our support and implementation team, Sharon Gong and Davis Harrelson. Sharon joined our Project Management/Implementation team in 2007 and has already delivered on several new LABWORKS implementations domestically, along with being instrumental in working with our international team and client base. Most recently, Sharon attended a Citrix Certification Course in order to increase the team's knowledge in this popular thin client technology.

Davis has a wealth of knowledge in operating a laboratory, and implementing the LABWORKS LIMS system at Spartanburg Sanitations District, SC. Davis will be working with our Technical Support team in providing support to our clients. He will also be working with our client base on LABWORKS system upgrades, training and support visits. He recently completed several system updates and

conversions for clients moving from Access to SQL.

On the support front, Paul Dunlap, our Lead Technical Support Specialist, has been working over the last year to improve responsiveness to our client base. He has worked with clients on providing them one-on-one support utilizing our 'Go to Assist' remote service support. With this, our team can review first-hand the support call and work directly with the client on resolving their questions. This service is available to our clients on support, and is scheduled directly through our tech support service line. The team works directly with our Development and Engineering staff to review any open calls which require Engineering assistance, and to escalate them when needed on a weekly basis. LABWORKS support creates a log number that is recorded in our support system for tracking purposes. This number is provided to the client, and the client can call or email technical support on the status.

With the release of LABWORKS 6.0 in the Spring of 2008, we will be providing our existing clients with information to help them manage this

transition in a controlled fashion.

Materials outlining new system requirements and highlighting some of

the differences between ver-

sions 5 and 6 will be distributed for use in upgrade planning. Our Technical Specialists and Project Management team will be working with clients to schedule this system upgrade in the next six months, and to address any questions you may have about the specific configuration at your site. We do highly recommend that clients have a minimum of 2 days (either utilizing days in their support plans) or purchase days (based on the system) to schedule a LABWORKS Specialist to work with them on this exciting new upgrade. You may contact me with any questions regarding days in your existing plan or purchasing days for this LABWORKS system upgrade.

We will cease support for the LABWORKS Access platform in mid-2009. I have been in contact with many of you, who have either upgraded or are planning to upgrade to LABWORKS SQL or Oracle in the next 18 months. LABWORKS 6.0 is not compatible with LABWORKS Access. If you have questions on this please, call me directly.



Whom to Contact:

Please continue to provide feedback on how we can better assist you and your team with support.

Claudia Lukac Nye

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LABWORKS Technical Support

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Essar Oil Limited: Jamnagar, India

The integrated LABWORKS LIMS/Aspen PIMS /IP.21 solution enables the refinery to increase capacity, lower cost, and reduce waste by sharing near-real-time information between the laboratory and the plant.

Essar Oil Limited in Jamnagar, India operates one of India's leading petroleum processing refineries and has an upgrade planned that will increase its capacity substantially. The refinery uses the powerful Aspen-1 Manufacturing Suite, which is comprised of various modules such as MBO, Orion and "Process Industry Modeling System (PIMS) that provide linear programming, blending correlations, automated feedstock and product range analyses to keep this valuable asset running at peak performance. One limitation at most refineries is that the laboratory information needed as input for these analyses is not available until several hours after it is validated. This is because the laboratory information has to be exported from the "Laboratory Information Management System" (LIMS) and manually keyboarded or imported into the Manufacturing Suite.

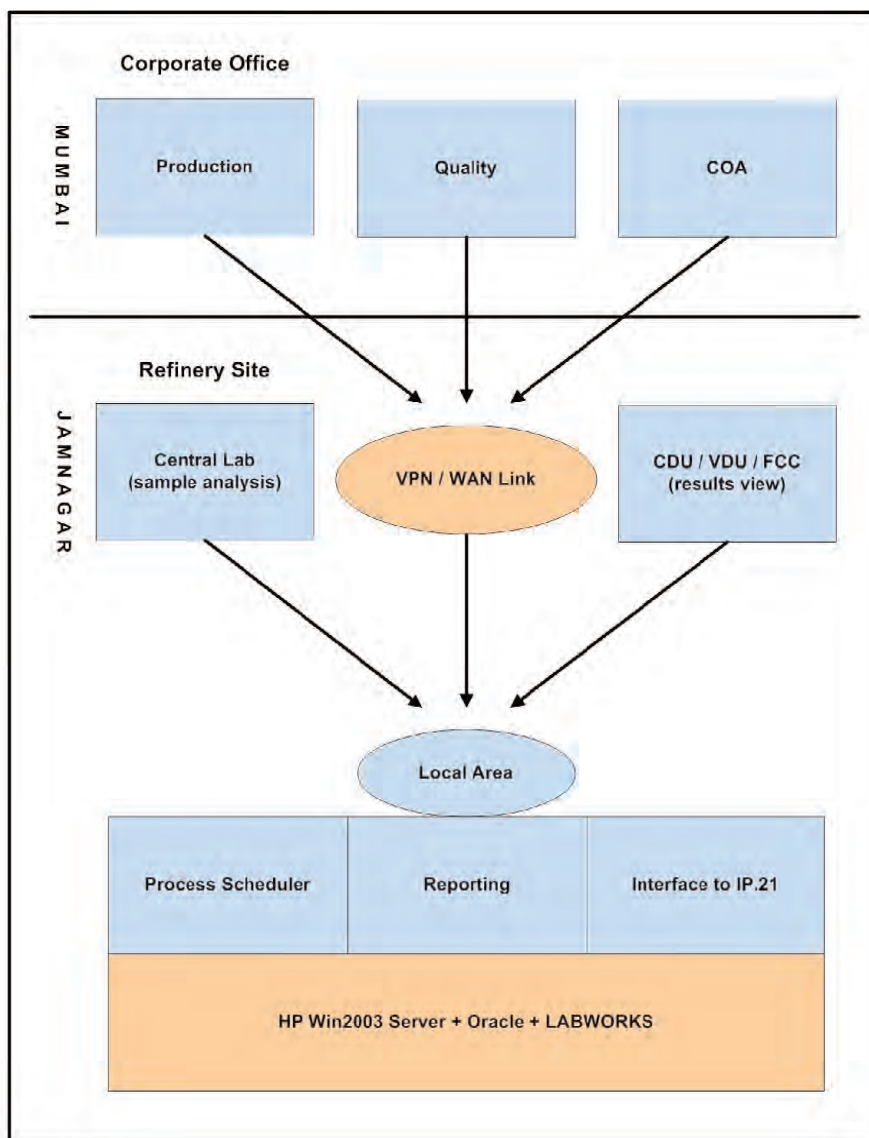
When the Jamnagar refinery recently purchased the LIMS and Manufacturing Suite software, the ability to provide automated and near-real-time integration between the two systems was high on the list of requirements. A joint proposal consisting of PerkinElmer's LABWORKS LIMS and AspenTech's Manufacturing Suite was selected because it met this requirement while providing leading edge LIMS and plant optimization capabilities. The ability to base analyses that run the plant on near real-time data is expected to provide substantial incre-

mental revenue gains and cost savings. Basing analyses on current data makes it possible to operate substantially closer to the spec while, ensuring that the product meets published specifications. Managers estimate that tens of millions of dollars in active ingredients can be saved each year by operating in this way.

Essar Oil's Refinery has a capacity of 10.5 million tons per annum (MTPA) with an investment of close to Rs.10 Billion (USD 2.2 billion). The refinery is being built with the latest, state of

the art technology with technical and project assistance from the world's leading consultants and equipment suppliers in the field. It is designed to handle a diverse range of crude mixes. The refinery is configured to produce Euro II and Euro III grades of Petrol and Diesel. With mid-stream up gradation of processes and technologies, the refinery will have the capability to process the most sour, acidic and heavy crude. >>

[To read the complete Case Study, go to the library section of our website.](#)



2008 LABWORKS LIMS Client Workshop Announced

PerkinElmer is pleased to announce the 2008 LABWORKS LIMS Client Workshop, October 20 - 24 in New Orleans, Louisiana. The Workshop begins with a Monday evening reception, followed by 3 days of intense courses and networking activities. The Workshop hotel, the Royal Sonesta, is located in the heart of the French Quarter and offers wonderful amenities that we know you will enjoy.

The format for this year's Workshop will change slightly, based on your feedback from previous years. Each day will begin with three different break-out sessions, tailored for beginner, intermediate and advanced users. The afternoon sessions will be less formal, allowing for Q&A and hands-on work with the LABWORKS team. We think this format will help us to address everyone's needs, while still providing the core training you've come to expect.

The Workshop website has detailed information on accommodations and



Clients and staff enjoy an outdoor lunch at the 2007 Workshop in Scottsdale, Arizona.

transportation, as well as the preliminary agenda and registration form.

www.pkisolutions.com/workshop08

The cost for this year's Workshop is \$2200 and includes three night's accommodations, breakfast and lunch each day, Workshop courses and materials, Monday evening reception

and Wednesday networking event. You may reserve your space by registering at the Workshop website. We will accept credit cards and Purchase Orders for payment. If you have any questions, please contact Angela Ray (angela.ray@perkinelmer.com). We look forward to seeing you at this year's Workshop. *Laissez les bons temps rouler!*

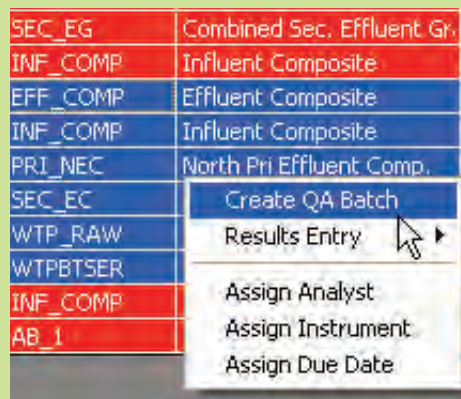
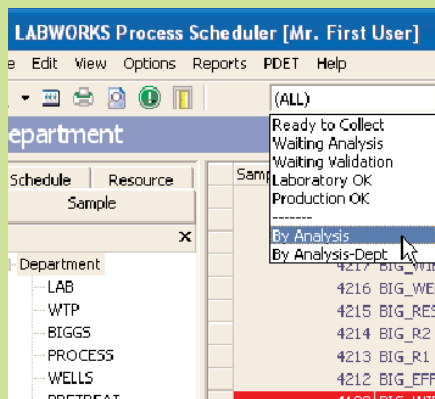
Using Process Scheduler to create QC Batches

by Mike Lehtola

From Process Scheduler select "By Analysis" or "By Analysis-Dept" from the list box to choose tests that are pending.

Select a group of samples and right click to display the menu that includes "Create QC Batch" option.

From here follow the screens just the same as creating QC Batches with the QC Batching application.



Upcoming Events: (check out perkinelmer.com/labworks for more info)

Training-Labworks Crystal Report Writer (16 Jul 2008 - 18 Jul 2008) US - Atlanta, GA

Training-Labworks Crystal Report Writer (25 Aug 2008 - 27 Aug 2008) US - San Jose, CA

Training-Labworks Crystal Report Writer (10 Nov 2008 - 12 Nov 2008) US - Atlanta, GA

Training-Labworks System Manager Training (10 Jul 2008 - 11 Jul 2008) US - Atlanta, GA

Tradeshaw- National Environmental Monitoring Conference (11 Aug 2008 - 15 Aug 2008) Washington, DC

Training-Labworks System Manager Training (14 Aug 2008 - 15 Aug 2008) US - San Jose, CA

Training-Labworks System Manager Training (21 Aug 2008 - 22 Aug 2008) US - San Jose, CA

Training-Labworks System Manager Training (9 Oct 2008 - 10 Oct 2008) US - Atlanta, GA

Tradeshaw-Gulf Coast Conference (14 Oct 2008 - 15 Oct 2008) US - Galveston, TX

2008 LABWORKS LIMS Client Workshop (20 Oct 2008 - 23 Oct 2008) US - New Orleans, LA

Training-Labworks System Manager Training (6 Nov 2008 - 7 Nov 2008) US - Atlanta, GA

Training-Labworks System Manager Training (4 Dec 2008 - 5 Dec 2008) US - Atlanta, GA

Training-User Training (11 Aug 2008 - 13 Aug 2008) US - San Jose, CA

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