

**Up-to-date, transparent control data was right at the top of the list of specifications for a new Laboratory Information and Management System (LIMS) at the Infraseriv “water protection” group. One of the tasks of the new LIMS would be the fast, transparent mapping of both the complexity of the existing structures at Infraseriv Höchst’s industrial site, Industriepark Höchst. LISA.lims T&P, has been doing this for over a year via a Web module that continually updates the relevant data and makes it available to all customers on the site.**

Infraseriv GmbH & Co. Höchst KG delivers highly complex technical infrastructures for the chemical, pharmaceutical and related process industries. It operates Industriepark Höchst in Frankfurt am Main, which is home to over 80 chemical and pharmaceutical companies. An important part of its comprehensive service to



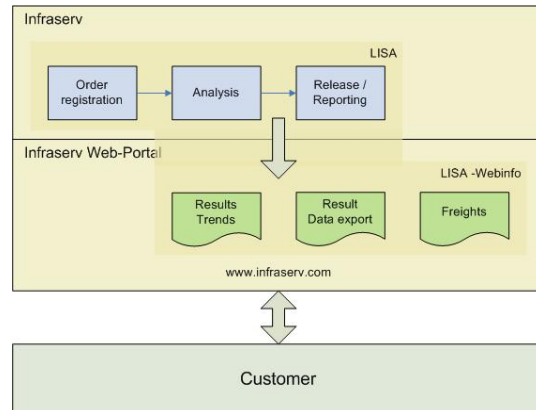
customers in the industrial park is a twenty-four hour water monitoring service with the goal of optimizing sewage processes and identifying savings potential for customers in line with Germany’s Water Resources Act (WHG). The interconnected services can be divided into five main areas:

- Performing the tasks of water protection officials, including support and advice with approval procedures
- Analysis and monitoring of sewage and cooling water in accordance with sewage inspection ordinance
- Participation in emergency management
- Sampling and laboratory analysis of sewage, waste, ground water and soil
- Carrying out training, project work and creating publications on water protection.

## Wanted—a future-proof LIMS

In 2002, Infraserp subjected its analytical system to a comprehensive audit. The company had two goals with the audit: 1. To ensure its role as a competitive laboratory well into the future while under consideration of the special structures at the Industriepark. 2. Take advantages of recent developments in LIMS. The legacy system, which was implemented in

1996, was extremely costly to maintain and support for the long term. While sounding out the market Infraserp became aware of the potential for optimization that could be achieved with a modern LIMS. Thus Infraserp's employees began to explore the benefits of a modern LIMS. Crucial to the approval of the project and the selection of a system provider was the provision of a powerful Web module which Infraserp could use to make analytical results available quickly to all customers at Industriepark Höchst.



Dr. Guido Schmidt stresses the importance of this functionality to the entire project decision: “For one thing, we naturally wanted to improve the performance of the database, optimize our work processes and exploit the new possibilities for data transparency and the convenience of a modern LIMS. But above all it matched our service concept, which is for all our customers to be able to access their data from outside. That made an efficient, tried-and-tested Web functionality the decisive criterion when choosing both the product and the partner.”

## Impressive references

Before the decision to purchase the LISA.lims was made in May 2004, Schmidt thoroughly checked out the company's project references. Recommendations from the same or similar industries were especially important, in particular as regards project support and response times. This thoroughness in choosing a partner has paid off – and can be seen not least from the speed of project implementation: in January 2005, just seven months from the date the purchase decision was made, the new system went live with all core functionalities. In the meantime, the master data had been completely reorganized to reflect the specific circumstances of the site, and all the legacy data was migrated.

### **Online services: The client as customer**

The former client-server architecture now stands alongside a three-layer architecture based on LISA 9i. Located between the database server and the Web-enabled clients, the LISA system can be used by all workstations on the application server. It represents an advanced, reliable and low-maintenance architecture that even eliminates the need for an update service on individual clients. This is an important aspect and one that the new service philosophy, supported by the web information system, clearly documents: various LISA modules are now available online on the Infracerv business portal, their design coordinated to match the company's corporate identity. Authorized businesses/clients can go to [www.infracerv.com](http://www.infracerv.com) and access their own information as individual customers with personal access rights. For example, the manager of a plant has the option of querying its sewage data and mapping the trends of selected parameters, so that the relevant data is viewable online for sewage management. All system information is available conveniently and securely via LISA; even specific enterprise structures can be accommodated using individual customizations and variable access rights.

### **Tapping new system potential**

The new system has now been up and running at Infracerv Höchst for over a year, and reaction from internal users and clients alike has been extremely positive. Because of the high level of customer acceptance, especially of the Web information system, Dr. Guido Schmidt sees concrete potential for extending the system functions: "We will soon be making daily freight analyses available to our customers online, and certain users should even be able to export the data—for example for the automatic distribution of inspection and survey reports." Beyond these Web functionalities, in the next step of the project the Infracerv database will be ported from version 8 to 9, which will tap into additional functions such as document archiving and Web-assisted sales analysis for service providers and their customers. And how do Infracerv's many customers on the Industriepark Höchst find out about the new information available to them via the LISA system? "They are closely involved in our information flow," confirms Dr. Schmidt. "Among other things, we inform our customers of new functionalities on an application basis or centrally through presentation events."

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