



# LARGE BIOTECHNOLOGY CLIENT GETS PROCESSES STREAMLINED WITH HCL LIMS SOLUTIONS



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## CUSTOMER DESCRIPTION

Client is a global biotechnology company based in Cambridge. It specializes in the discovery, development, and delivery of therapies- for the treatment of neuro-degenerative, hematologic, and auto-immune diseases to patients worldwide.



## BACKGROUND

The project had the scope enumerated below:

- End-to-End laboratory automation using LabWare LIMS. This includes LIMS modules like Stability Manager, Inventory Manager, Lot Manager.
- Development & Support of the LIMS systems across different laboratories with Incident Management and Change Control practices.
- Provision of support covering US & Europe time zones.



## CHALLENGE

- The major problem was interpreting the business requirements for different Pharmacopoeia correctly and configuring in LIMS.



## THE SOLUTION

Problem faced was simplified with below initiatives at the client:

- Internal HCL trainings organized to understand the pharmacological terms and Pharma Validation process better.
- Developing and documenting the functional knowledge base.



## BUSINESS BENEFITS

Proactive support was offered to the client with:

- Citrix Server Monitoring tool, used to track the status of all application servers was deployed. It automatically reports if any of the server is down or not responding. This helps the support team to take immediate action and prevent any application outage.



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