

LABINFO LIMS PROVES IDEAL FOR REMOTE SITE IN AFRICA

Technology Systems Integration (TSI) recently implemented its LabInfo laboratory information management system (LIMS) in partnership with Anchem Solutions, a laboratory management firm known for working under challenging conditions in rural Africa.

A mine needs a lab to analyse its ore before selling it. When Anchem Solutions was approached to manage the lab for a tin mine in eastern Congo, Technical Director Andre Fouche canvassed his industry colleagues for a reliable, cost-effective LIMS provider. TSI was the clear front-runner.

For more than 15 years, TSI has provided its LabInfo software to a variety of laboratories in South Africa. LabInfo is highly flexible. Its customised native reporting, plus support for external reporting tools, helps to ensure optimal use of lab data. Its modular instrument integration framework enables smooth and efficient interaction with lab instruments and other systems (including financial systems), which saves time and improves accuracy.

Perhaps most importantly, LabInfo can be hosted on-site or in the cloud. "In rural and peri-urban areas, where there's often limited internet connectivity, an on-site system is the way to go," explains TSI's Neill Rosenthal. Ideally the LIMS provider must also have the

necessary IT skills to ensure that the system works reliably and efficiently in its given environment, and remote support and data back-up facilities must be built in, for maximum uptime.

A multi-user database, running on a central server, means that multiple users can work on the same data simultaneously and reduce unnecessary paperwork.

LabInfo also has a number of functionalities, including access control and traceability functions, to help laboratories conform with regulatory requirements.

Andre Fouche says, "The server arrived in Congo already configured. It is easy to install,

easy to train people on (we trained 15), and intuitive to use. Implementing LabInfo for this client has been very smooth, as has the process of using it over the last year – so much so that we will definitely recommend LabInfo to our clients and contacts in future."

This particular lab's information management had previously been done manually, on paper worksheets, which was tedious and time-consuming. It was also challenging to draw reports, see trends, and search for information. With LabInfo in place, productivity improved, technicians could more quickly register and report samples, and, as you might expect, there were significantly

fewer human errors. Fouche has nothing but praise for TSI's professionalism, value for money, and service: "TSI has built a successful track record in a variety of labs, across a wide range of industries, so I was pleasantly surprised by the affordability of LabInfo.

What's more, we have become accustomed to quick responses and prompt resolution of issues. I found that if I suggested changes to the system, even if they were a bit of work, TSI was more than willing to accommodate me."

Rosenthal is equally satisfied with this working relationship and with the outcomes of the project. He says, "Anchem's experience and expertise with mining laboratories made them the ideal partner for us on this project. And, based on their requirements, TSI was also able to add a number of new functions to LabInfo, which enhanced its capabilities. We look forward to working with Anchem on more LabInfo LIMS projects in the mining sector."



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