

Laboratory IT Support Services

Making Lab Operations Future-Ready

We help you automate and digitize lab processes by connecting instruments and managing laboratory software, making your data easy to access, secure, and reliable.

Our team speaks both tech and science, solving challenges like system compatibility, data integrity, and regulatory compliance.

We integrate seamlessly with your teams and tools, delivering smart, specialized Lab IT Support.

We bridge the gaps between stakeholders, e.g. IT, QA, lab teams, business units, and external partners, ensuring smooth communication and effective coordination.

Boost your lab's efficiency, output, and quality with our specialized Lab IT support.

Our Lab IT Support Services include:

- Supporting laboratory software selection, planning, and implementation
- Installing and configuring laboratory software with documentation
- Supporting Instrument and Software qualification
- Creating and updating standard operating procedures and specifications
- Providing end user support and training for laboratory software
- Managing system lifecycles, including remote and on-site support
- Performing periodic system reviews
- Ensuring data integrity, e.g. user access and security concepts
- Identifying gaps in digital processes and compliance
- Supporting internal, customer, and regulatory audits
- Conducting supplier audits
- Decommissioning outdated systems
- Archiving and ensuring compliance with data retention rules
- Setting up and optimizing qualification validation frameworks (CSV)
- Monitoring compliance with regulations (GxP, 21 CFR Part 11, ISO 17025, etc.)

