Thermo Scientific Professional Services

Informatics and Chromatography Software—implementation, deployment and validation

Thermo Fisher
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Driving success

Achieve maximum value from your laboratory software investment by utilizing our global team of services professionals to implement, validate and optimize your solution. Services projects are delivered either directly by Thermo Fisher Scientific consultants or our approved partners. Our project managers and consultants provide a wealth of experience across various organization types, ensuring that industry and regulatory requirements as well as business-specific needs are taken into consideration.

implementation

Organizations deploying a Laboratory Information Management System (LIMS), enterprise Chromatography Data System (CDS), Scientific Data Management System (SDMS) or Procedural Electronic Lab Notebook (ELN) need to be secure in the knowledge that their project will be well planned and executed by a team with broad industry experience and deep technical expertise.

Thermo Fisher Scientific provides extensive professional services for planning, implementing and supporting laboratory software projects, both locally and globally. Through our Professional Services organization and Global Partner Program, we have the world's largest and most experienced services team, providing specialists tailored to the requirements of your project, working in partnership with your organization to deliver a successful, low-risk implementation.

deployment

Organizations can choose to deploy laboratory software using models such as IaaS (Infrastructure as a Service), PaaS (Platform as a Service) and SaaS (Software as a Service). These models vary in the level of IT involvement required by the company, from taking ownership of hardware, database, server and other requirements related to the deployment in-house to using a Cloud provider to host the solution and handle all the data requirements. We can discuss redundancy, failover and suitable elasticity of computing power as well as deployment model options and assist with the deployment itself. Thermo Scientific™ SampleManager™ LIMS and all central resources of Thermo Scientific™ Chromeleon™ CDS have been successfully deployed in the Cloud, offering the following benefits:

• Minimal initial investment in hardware and implementation

• Full disaster recovery service providing business security

• High availability

• Easier multi-lab and global deployments

• Flexible and fast scale-up or down as business needs change

Discuss your requirements with us to determine the best deployment option for your business.

validation

To ensure your LIMS or CDS is validated for use in regulated environments, proper system validation is essential. Our teams help companies in regulated industries address issues with software validation and regulatory compliance including ISO 17025 and FDA 21 CFR Part 11. Services include:

• Validation consulting and planning

• Test development and execution

• Validation training

Thermo Fisher Scientific offers an integrated implementation approach with a well-defined validation methodology based on current GAMP standards.

product training

Equipping your project team, IT staff and end users with the knowledge required to efficiently apply, deploy and support your solution will ensure a successful project and promote user acceptance. A variety of education solutions are offered to ensure your teams have appropriate support to become confident in the administration and use of the software. Our education consulting services range from needs assessment to delivery—either at your site, a third party location or a Thermo Fisher Scientific facility. To make organizing on-site training easier, we can offer either our best-in-class Cloud environment for those that have an internet connection and suitable trainee workstations, or we can supply our 'Training in a box' mobile classroom solution:

• 10 Dell™ or Microsoft Surface™ tablets
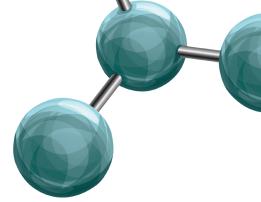
• Wireless mice and keyboards

• Projector

• Router

Customized training solutions can be tailored to specific requirements, from users just starting out with a product through to system administrators who need more in-depth technical product knowledge. Users can also learn online through the Informatics eLearning University.

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"The implementation ran quick and smooth with the project team even being able to bring the go-live forward by three months, all possible through close collaboration between the Shell and Thermo Fisher Scientific teams."

— Marc Keulers, Downstream Manufacturing Regional European IT Manager, Shell

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Find out more at
www.thermofisher.com/integratedinformatics

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