



# Ensō-LIMS at NATA certified Australian Food Lab

CASE STUDY

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## 1. Project Details

Nav Labs (Aus) is a leading food testing Lab in Australia for testing and consulting services to businesses that have limited QA resource. Nav Labs (AUS) is a vision of a group of Food Scientists, Consultants and Microbiologists with the aim to provide an elite service to food manufacturing sector. This group has close communication to serve food industry for safe food production, food testing and meeting legal requirements. They have expertise in food testing are in meat and dairy products.

Nav Labs is a NATA accredited Laboratory following ISO/IEC 17025 regulatory compliance. Nav Labs was looking for Laboratory Information System to automate its food testing laboratory practices. After some evaluation of vendor Nav Labs contacted Enable IT Solution Pvt Ltd on 2017, after studying the requirement of NAV LABS we developed strategic plans over online meetings to established Laboratory information management system for its food testing operation. Our team suggested a fully configurable and scalable system meeting NAV LABS objectives i.e. real time Sample Management for Sample pick-up facility, Logistic detail report, customer relationship management and automating

## 2. Scope of Work

NAV LABS wants to integrate is logistic service with LIMS software to increase the operational efficiency of the laboratory by automating and streamlining the workflows. ENSOLIMS covers the journey of a sample from its induction into a laboratory till the end of its life cycle, including the stages of Sample Storage, Testing, Reporting and Archiving. As a sample is introduced into a lab, the LIMS operation starts by accessioning the sample on to the system and assigning it with an identification number. As and when the samples move through the laboratory, the related information can then be updated in ENSOLIMS system to maintain the audit trail.

### *Key Objectives*

- To improve customer services with customer relationship management
- To automate logistic facility with LIMS
- Track employees activity on field as well as on-premises
- To develop as customer portal for sample registration an reporting practices
- To enhance quality and cost-effectiveness
- To develop competency and productivity in human resources.

### 3. Challenges

NAV LABS wanted a cost-effective Laboratory Information Management System (LIMS) that can meet the following requirements:

- Integrate Nav Labs Logistic facility with LIMS software
- Tracking Driver details and featuring GPS coordinates for smooth pick-up
- Developing customized website for customer portal
- Manage a large number of samples on a day-to-day basis.
- Huge amount of technical data from multiple project location to be acquired and processed.
- Huge efforts needed to maintain workflows and necessary reports for audits.
- Maintaining a complete Chain of Custody (CoC) of samples, right from the sample registration to their final disposal, always ensuring complete sample traceability.
- Work assignment and tracking was extremely difficult resulting in effort and cost over-runs
- Manual data acquisition and calculations led to human errors in reports.

### 4. Solution

Assessment of business process led to the idea of web-based integrated system that will cover:

- Customer data management
- Quotation process
- Sample management
- Task management
- Test data processing and Reporting
- Invoice generation
- Inventory management
- Maintenance & Calibration Management
- Customer Portal website

## 5. Outcome Benefits

Nav Labs, Australia (NAV LABS) has received a fully configurable and scalable system meeting regulatory compliance of **NATA ISO/IEC 17025** with comprehensive sample management, pick-up facility, tracking employee's activities and inventory management with a record of test results. NAV LABS was able to come up to speed quickly, given that his legacy data, tests and template for the report were pre-loaded in the system. Since ENSOLIMS has simplified the sample collection and tracking process for the lab

ENSOLIMS takes the effort out of sample reception providing customer portal for sample registration and reporting process for the customer to track down their testing sample. It also now provides the lab with the accountability and security features that were once lacking to maintain the integrity of samples and test results. Laboratory Information Management System (LIMS) has streamline NAV LABS operations of Reporting by generating custom reports for Clients and Management. Nav Labs now has more time to focus on quality assurance and servicing of clients.



ENABLE IT SOUTION PVT LTD - ENSOLIMS application is best suited to our requirements and has enhanced productivity, consistency and security in our laboratory business”

**Harjinder Singh**  
*Director*