



## **Kalleid Newsletter June 2023**

Welcome to our newsletter! In this edition, Kalleid focuses on critical areas for improvement for modern organizations. Our aim is to provide you with actionable insights to optimize performance and ensure compliance both inside and outside of the laboratory.

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### **Featured White Paper**



## A Modern Framework for Integrated Laboratory Instrument Management (LIM)

### Introduction

Modern, automated labs are under immense pressure to improve operational efficiency, maximize ROI, monitor assets in real time, all while reducing waste and managing regulatory risk. Teams are expected to discover and produce at a pace once considered unthinkable. Service organizations are increasingly pursuing the realization of “Knight’s Law” in laboratory operations (i.e., the output should double while costs fall linearly). This means not just growth, but that each scientist should be able to do almost double the work in the same amount of time, year over year. This can’t be achieved by just purchasing the latest, bigger, and faster instruments, but requires automation and good asset management practices.

Too often, data-driven discovery is hindered by the inability to manage, monitor and utilize assets to their fullest, which leads to wasted/unused lab equipment. Optimizing the utilization of equipment and instruments in the lab is a key responsibility for lab managers, with great potential to reduce overall costs and compliance risk, while promoting productivity. After human resources and physical space, guaranteeing working instruments in the lab represents the next largest investment for most labs. Providing properly functioning instruments and equipment impacts both the capital bud-

get (for new investments) and the operational budget (for repair, maintenance, calibration, and retirement). The key to success is closely managing the laboratory equipment lifecycle, from procurement through operations and into maintenance and retirement. In this paper, we describe the fundamental success factor for modern laboratories as a comprehensive Laboratory Instrument Management (LIM) framework. Using an approach that focuses on cross-functional collaboration and innovation, you can simplify, optimize, and transform your lab, ensuring you have the most productive mix of assets that are available, reliable, and performing the right tasks. Benefits of a robust Laboratory Instrument Management (LIM) program include:

1. **Increased laboratory performance and equipment utilization**
2. **Lower repair costs and longer instrument life** (as fewer repairs are needed for a well-maintained instrument)
3. **Reduced interruption of services due to breakdowns and failures**
4. **Ability to provide accurate, timely information to Finance regarding Capital asset data for reporting purposes**
5. **Greater satisfaction for the scientists, operators and customers who rely on the data and equipment**

## A Modern Framework for Integrated Laboratory Instrument Management (LIM)

Are you looking to increase laboratory performance and equipment utilization while reducing repair costs and interruptions of services? This white paper provides a comprehensive framework for optimizing laboratory operations through integrated instrument management. From preparation to retirement, Kalleid's LIM framework offers key

recommendations for streamlining processes, improving efficiency, and ensuring compliance with regulatory requirements.

[Read more](#)

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## Featured Blogs



### **Creating Product Roadmaps for Your Software Portfolio**

In the wake of rapid digital transformation triggered by COVID-19, is your enterprise struggling to sustain a long-term vision while reaping the desired outcomes? Dive into our latest blog post where we unravel the importance of a robust product roadmap, how to create one, and the tangible benefits it brings to your organization. Learn from Kalleid's distinct expertise at key points of the SDLC.



### **The Importance of Data Integrity in a Pharmaceutical R&D Environment**

Unveil the challenges of maintaining data integrity amidst immense volumes of data, outdated systems, and evolving guidelines, as we delve into the FDA's ALCOA+ principles, discuss data integrity during research and clinical studies, and reveal best practices for bolstering your lab's data integrity. Kalleid preserves data integrity during the data migration process.

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## Featured Case Study

## CASE STUDY:



## Customer Training Program for an R&D Data Cloud Company

### PROJECT OVERVIEW

A major software company that helps many of the top global pharmaceutical and life science companies unlock siloed R&D data with a cutting-edge, cloud-based data platform wanted to transform their customer experience to promote increased customer retention, expansion of use, and differentiation from other tech firms.

Due to Kalleid's extensive experience and successful track record in developing customer training programs for software companies, the company hired Kalleid to drive the maturity of their training capability through development and implementation of a robust and flexible training program.

### BUSINESS CASE

At the start of the engagement, the company's customer training program lacked maturity in a number of areas:

- Training model did not scale
- Response to client requests was reactionary
- Ill-defined learning paths for expertise progression
- Little to no self-paced training options for customers
- Lack of standardization in the customer training experience, from onboarding to deployment and after go-live

To address these issues, the company contracted with Kalleid to transform their training program and customer experience to a more desirable future state:

- The training model scales as the company grows
- Training is a key differentiator that drives retention and expansion of the platform
- Learning paths are defined for personas and content can be accessed in a variety of formats (instructor-led, videos, eLearning, etc.)
- Training is promoted at various points in the customer journey to encourage expertise progression and expanded use

## Customer Training Program for an R&D Data Cloud Company

A major software company that helps many of the top global pharmaceutical and life sciences companies unlock siloed R&D with a cutting edge, cloud-based platform wanted to transform their customer experience to promote increased customer retention,

expansion of use, and differentiation from other tech firms. Kalleid provided tailored training to help achieve their goals.

[Read more](#)

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## Who We Are

Kalleid, Inc. is a boutique laboratory IT consulting firm that has served the scientific community since 2014. We work across the value chain in R&D, clinical and quality areas to deliver support services for software implementations in highly complex, multi-site organizations. If you would like to learn more about Kalleid and the services we offer, please visit [Kalleid.com](http://Kalleid.com) or [contact us](#) today.

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Find out more about our professional services and how our integrated approach to business transformation can maximize your company's success.



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