

# Project Case Study

## Business Analysis Services for a SampleManager LIMS™ 11.2 Implementation

### Situation

A multinational chemical company with several unique product streams, was entering phase 2 of their laboratory informatics project. The company needed SampleManager LIMS™ implemented at two sites that had a paper-based system, including one that was acquired from another company and one that would operate in French-Canadian. This project required the configuration and customization of SampleManager version 11.2, instrument interfacing, and SAP integration. Each laboratory was accustomed to localized processes (one using French-Canadian) and configurations.

This implementation work grew out of an earlier project CSols had completed for this client, in which more than 20 laboratories went live with SampleManager version 11.2. Understanding the special nature and complexity of this project, CSols stressed to the client that strong communication skills, coupled with a strong understanding of the SampleManager system and of laboratory processes, were required to complete the second phase on time. Continuity of this role was critical as well. The knowledge and understanding developed during requirements gathering would be essential through the testing and deployment phases.

The client agreed with the need for business analysis efforts and a full-time business analyst resource from CSols was added to the project.

### Objectives and Challenges

The overall goal of the project was to harmonize all client sites by moving them to one platform. When planning for deployment at these two sites, the client's objective was to avoid roadblocks they had faced in the other projects. In addition to wanting to mitigate those challenges (primarily centered around incomplete requirements gathering), there were additional known challenges, such as:

- A site that only used French-Canadian and the need to translate the system accordingly
- An aggressive timeline to complete configuration, testing, and deployment
- Two different deployments:
  - » 1 French-Canadian system that would be stand-alone
  - » 1 site to be integrated into the existing LIMS for that business sector

### PROJECT AT A GLANCE

#### BUSINESS SECTOR:

Chemical

#### INFORMATICS SYSTEM:

SampleManager LIMS™ 11.2

#### SERVICE OFFERING:

Business Analysis  
Implementation

#### ELEMENTS:

2 Sites  
2 Labs  
(1 English, 1 French-Canadian)  
10 Months  
5-6 CSols Team Members

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## **CSols's Role in the Solution**

CSols took a hands-on approach and used proven methodologies with the business analysis role. Below are several specific tasks that demonstrated CSols's expertise and ability to meet the customer's needs in phase 2.

- Gathered requirements and generated User Requirements Specification (URS) and Functional Requirements Specification (FRS) documents
- Assisted the Project Management Lead in creating Project Plans, Communication Plans, and a Project Schedule
- Developed and managed the execution of user acceptance testing (UAT) plans, documented observations, etc.
- Traveled to both sites to foster better communication about the system and UAT procedures
- Built a strong relationship with each client site, provided project feedback weekly, and documented action items and decisions
- Assisted the development team with configuration
- Assisted with translation of English training documents to French-Canadian

## **Benefits**

- Methods were developed in a way to allow the operators to more easily find and enter results for samples – a need that was foreseen by the CSols Business Analyst and communicated to the developers to configure.
- The Business Analyst helped keep the project on track, and therefore, the client was able to deploy their existing LIMS system to two additional sites.
- Thorough requirements gathering and detailed development of URS and FRS documentation provided a strong understanding of the overall requirements and design to the end users.
- Site visits by the Business Analyst fostered better communication about system development and UAT procedures, which led to higher user adoption.
- Translation of English training documents to French-Canadian helped personnel at that site have a thorough understanding of the new system, which was their first experience with a LIMS.
- Realistic goals and milestones for the project ensured the go-lives for both sites were on time and the system met user expectations.