

# Opus Case Study

Epilogue Systems

## LABVANTAGE



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The Opus Lightbulb, that is integrated into our LIMS platform, gives our Customers support at point of need in 2 clicks, which is vital in precise laboratory work completion.  
Craig Bowie



## Key Results

**3 WEEKS**

Implementation  
Time

**27**

Languages Used

**250+**

Processes  
Documented





### Highlights include:

- Opus is now the LIMS end user support platform for all staff
- Fully implemented in 2023 in under 3 weeks
- No restriction on other IT Applications
- LabVantage now have hundreds of LIMS Documents
- LabVantage are using Opus Follow Me for live In Application Support
- Opus supports multiple languages including Spanish, Chinese and French Canadian

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**About LabVantage Solutions: A recognized leader in enterprise laboratory software solutions, LabVantage Solutions dedicates itself to improving customer outcomes by transforming data into knowledge. The LabVantage informatics platform is highly configurable, integrated across a common architecture, and 100% browser-based to support hundreds of concurrent users.**

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Deployed on-premise or via the cloud, it seamlessly interfaces with instruments and other enterprise systems – enabling true digital transformation. The platform consists of the most modern laboratory information management system (LIMS) available, integrated electronic laboratory notebook (ELN), laboratory execution system (LES), scientific data management system (SDMS), advanced analytics, and, for healthcare settings, a laboratory information system (LIS).

LabVantage supports more than 1500 global customer sites in the life sciences, pharmaceutical, medical device, biobank, food & beverage, consumer packaged goods, oil & gas, genetics/diagnostics, forensic, and healthcare industries. Headquartered in Somerset, NJ, with global offices, LabVantage has offered its comprehensive portfolio of products and services to enable customers to innovate faster in the R&D cycle, improve manufactured product quality, achieve accurate record-keeping, and comply with regulatory requirements for four decades.



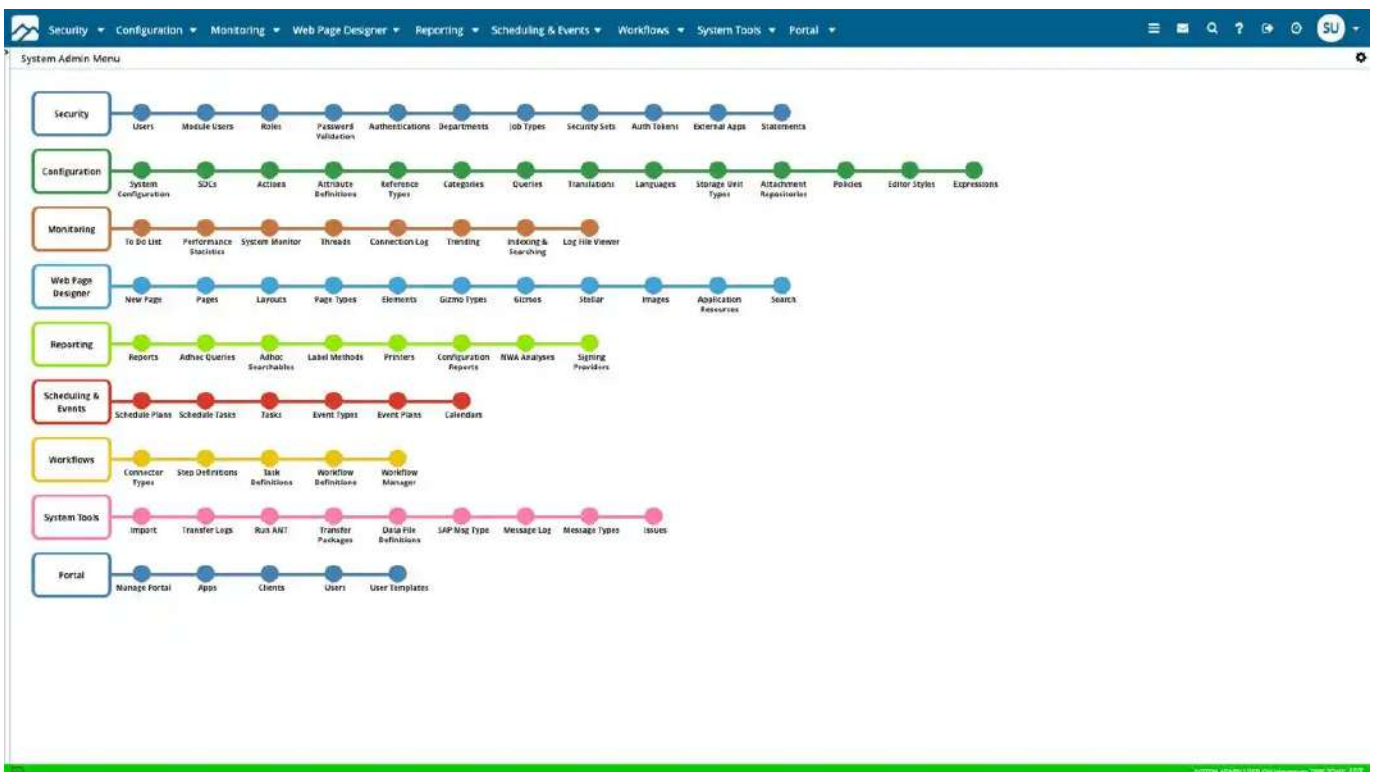
In December 2022, Craig Bowie, the VP Professional Services and an exponent of Quality Management / Organizational Excellence (CMQ/OE), wanted to discover if Epilogue Opus could be used to help train internal LabVantage staff on existing and new product software features. The LabVantage LIMS is an HTML 5 application and has a feature set that is complex and flexible. Bowie wanted a way to train staff effectively, particularly in a manner that is interactive and self-serving. Bowie tasked his team with producing all educational end user support content for their applications across all business units, focusing on LIMS and replacing static training content.

LabVantage started testing Opus before a decision was made and were able to implement Epilogue Opus in under 3 weeks with Subject Matter Experts creating content in Opus around the globe, a testament to the effectiveness of Bowie's team in change management and change communications.

Bowie continues "Because of the highly proprietary nature and stringent controls in the business verticals that we support, the LabVantage IT Security Team are focused on keeping all the system data and information safe, and our due diligence for the thousands of end users meant that the IT Teams were heavily involved at every step."

The team easily created user documentation of the LIMS application, quickly generating a variety of formats delivered to users in-application: 3 types of simulations and several formats of job aids available in 27 languages. LabVantage are thrilled by the ease and speed of content creation and editing in Opus, the competency testing utility and eBooks, as well as the language conversion functionality.

Additional training benefits include Quizzes & Tests of all employees, as well as Sandbox access via Opus Simulations. The Opus content is also showcased at LabVantage CTEC Conferences and is the solution for their Customer's Education & Training.



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**“Nearly 250 LabVantage LIMS processes created in Opus,  
consumed in various formats”**

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LabVantage evaluated other learning solutions such as Captivate and Datango but after due diligence, selected Epilogue Opus for a variety of reasons including ease of use, just-in-time training & support, centralized content, and ease in updating.



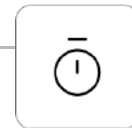
LabVantage had several Key Business Objectives including migration away from static materials and increasing user adoption, both internally and for their customers. These objectives were:



Training covers all employees on LIMS



Training materials updated and available close to LIMS updates, Go Live & Post Go Live dates



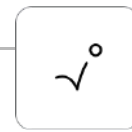
Reduce time to proficiency in employees, both existing and new hires



Self-support in the LabVantage applications for all employees and includes Voice-over Audio



Opus Training uses latest LIMS application system screens



No end user disruption in migrating away from existing content

**Increase user productivity**

**Reduce business cost**

**Enable customer success**

**Schedule a call with one of our digital adoption specialists.**