

OIL AND GAS EDITION

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MY **TECH** MAG

**Towards
A Greener
Future**

Antonio Pietri,
President and CEO,

TOP 10
OIL & GAS
SOLUTION
PROVIDERS
2022



MyTechMag 4512 Legacy Drive, Suite 100, Plano, TX 75024



“
LabWare's experience in the digitalization of laboratories is now enhanced with unique in-field data capturing capabilities as well as advanced analytics giving our customers what they need at the moment they need it.”

Vance Kershner
CEO & President



Addressing Evolving Customer Needs

With the ever-increasing volumes of data to be captured, trended, and analyzed, the need for digitalization and automation of processes, data capture, and analysis has never been greater. Companies are faced with expending significant effort in capturing, analyzing, and reporting. LabWare focuses on making these processes as efficient as possible, enabling its customers to derive more value from their data while spending less time doing so.

LabWare constantly invests in updating and expanding technologies and tools available to their customers based on industry and individual customer needs. Tools such as Master Data Loading, Automated Testing, automatic specification checks, and reporting minimize the daily effort required to manage data. At the same time, LabWare Mobile allows data to be directly captured in the field, with or without a real-time data connection. LabWare's ability to be deployed in multiple ways means multi-site systems, often across different countries, are deployed in an architecture best suited for each customer's needs.

With 24/7 support, dedicated account managers, and the largest annual Customer Education Conference in the LIMS industry, customers stay informed of LabWare's advances and have plenty of opportunities to interact with LabWare and other customers to drive future enhancements to their platform and, therefore their systems.

LabWare has extensive capabilities for dashboarding, both at the Laboratory management level and overarching an organization. Customizable dashboards and workflows ensure the user interface is optimized for the individual. Customers determine metrics and KPIs, ensuring dashboards display what is important to their organization rather than generic offerings. KPI displays can be developed and updated with ease by the customer, to ensure the

clients always measure and monitor what's important. Instrument integration is extremely comprehensive within LabWare, with multiple approaches to interfacing being supported, for example, direct capture from a simple instrument, bidirectional database links, or parsing complex data files to extract the needed data. LabWare's long history of working with open standards and creating a suite of tools to aid in instrument interfacing makes capturing the client's data more efficient, no matter the instrument. With LabWare mobile, customers can take the power of their LIMS on the road, taking samples and recording results in a native application on a tablet or smartphone, with or without a data connection.

LabWare has the capability for field technicians to enter data for drilling fluids and cement applications into LabWare LIMS in real time out at the well sites. This allows the technicians to analyze the conditions at the well immediately and make adjustments while on-site to optimize the processes. In addition, the results that are entered in the field can be used by other software analytics tools such as ScaleSoft or French Creek to determine the conditions of the fluids and adjust chemical feeds for optimal conditions.

R&D groups can also use LabWare LIMS and ELN to track and capture data about new formulations for drilling fluids and cement.

LabWare's key differentiator is that they are extremely customer-focused. While other companies emphasize technology or look inwardly with a product orientation, LabWare continues to put the emphasizes on its customers. This drives them to develop capabilities and make investments based on the customers' expressed needs and improves their overall position with prospective new adopters of the platform. A resulting key metric is that LabWare enjoys an extremely high customer retention rate and overall satisfaction level. Through collaborating with customers, the company knows the importance

they place on extensive configurability, which is a point of emphasis in all LabWare products.

They also understand the value of pre-built solutions that deliver the oil and gas industry's specific workflows and regulatory requirements, which is why LabWare provides best practice configuration solutions available for their use right out of the box.

In an instance, Petróleo Brasileiro S.A. (Petrobras) is a Brazilian state-run energy company engaged in the exploration of oil and gas; production, refining and supply of crude and oil products; and generation of electric power using renewable energy sources. Its products include petrochemicals, biofuels, gasoline, ethanol, lubricants, oils, asphalt, fertilizers, LPG, LNG and VNG. LabWare assisted them in providing a Centralised Database which could be accessed by more than 1,000 users alongside deployment of full Web Interfaces with many systems (with different Technology: iLAB, TriLab, BDEMQ, etc). With the 24x7 support provided by LabWare the client was able to gain in legacy systems replacement, reduced costs in infrastructure and maintenance, and were able to implement a uniform and continuous evolution of the system for all sites.

Customers also want to manage their systems without costly and unnecessary reliance on outside parties, so LabWare offers products they can manage independently and modify without risk. The customers have continual access to new features and product versions, with complete protection of legacy data and institutional knowledge. These are true differentiators that have contributed to LabWare's leadership position.

LabWare is the largest LIMS globally, which means that LabWare has the resources to provide leading-edge technology for customers related to laboratory automation. In addition, LabWare has the largest customer base. They interact with the customers on an ongoing basis to understand the market and deliver what they ask for.

LABWARE[®]

Automate Your Laboratory
with the Global Leader for
LIMS and **ELN**

www.labware.com



LABWARE[®]
Results Count