

# Sample Master LIMS

Total Data Management Solution



confience

Trusted outcomes, powered by science

# 55%

reduction in sample  
lifecycle process time

# Peace of mind in managing your laboratory

Increased operational  
efficiency, improved  
productivity, and  
profitability

Higher data quality and  
resource utilization

Premises-based or  
hosted (Cloud or SaaS)  
solutions

Accurate, customizable  
reporting

Robust data security

World-class support

# About Sample Master LIMS

Sample Master® is a Windows-based LIMS pioneered in 1994. After 600+ installations, we remain committed to delivering the latest technology backed by continuous improvement and world-class support.

A market-leading laboratory automation solution, Sample Master LIMS offers an intuitive user interface Master Query functionality, powerful scheduling, integrated calculations, configurable captions, automated alerts, and reporting. Users can customize features and functions, and take advantage of Sample Master's flexible design and optional enhancements to meet their specific needs.



Sample Master LIMS accelerates accurate reporting, multiplies productivity and increases operational efficiency.

## Features

# 500+

instruments in  
integration library



Dashboard and Client Portal

Configurable System and Real-time Alerts

Barcoding and Audit Trail

Automated Calculations and Limit Checking

Internal Chain of Custody

ELN and Instrument Integration

Flexible Reporting and Electronic Data Deliverables

Chemical and Reagent Inventory

CRM and QA/QC

Powerful Scheduling

Project and Resource Management

Regulatory Compliance

# Major Functions

Sample Master's flexible design allows the user to purchase the features and functionality they need. Scale and add features and functions to accommodate growth in your business. Choose from the following:

## Sample Tracking

- Automate functions such as log-in, generate barcode labels, create quotes, convert to orders
- Create invoices that can be electronically exported to numerous accounting packages such as QuickBooks and Peachtree
- Generate reports, including Chain of Custody, login report, and sample conditions
- Scan supporting documentation or attach files to an order (PDF, Word, Excel, etc.)
- Create, maintain, and email work lists

## Data Entry

- Create QC batches and custom reports
- Check the audit trail
- Run a trend analysis
- Track GIS (Geographic Information System) coordinates
- Configure unit conversions, sig figs, and decimals
- Leverage the Master Query function to quickly mine data and view more than 80 canned reports

## Sample Scheduling

- Automatically pre-log samples for routine collection; scheduled as daily, weekly, monthly, quarterly, semi-annually, annually, or by study
- Print calendar
- Reschedule for holidays
- Prepare sample collection kits in advance, with routing sheets, labeled bottles, and email alerts for the field collection team

## QA/QC

- Graph results and create control charts
- Configure tests (QC, matrix spikes, blanks, duplicates, surrogates, matrix spike duplicates)
- Manually enter control limits or calculate from historical limits
- Use the Master Query to select data to report or graph (test, sample number, method, site, analyst)
- MDL, BOD, MPN and other calculators

## Electronic Data Transfer

- Transfer data electronically from the LIMS (worklist) to the instrument, and, once the data is captured, export to the LIMS
- Use Task Manager to scan specific directories at user-definable times seeking files to import, or specify the exact files to use in the case of multiple runs or dilutions for a sample
- Create Electronic Data Deliverables (EDDs) without programming

## Chemical and Reagent Inventory

- Track supplies and vendors to assign prices and expiration dates, monitor lot numbers
- Automate back office information to improve purchasing decision making
- Set email alerts to reorder supplies approaching expiration date or reaching critical limits

**99.999%**  
system availability

## Resource Management

- Set up instrument calibration schedules and personnel certificate renewal alerts
- Manage instruments, calibrations to ensure regulatory compliance

## Customer Relationship Management

- Support system deviations through an organized method of tracking, monitoring, and rapidly resolving potential problems
- Execute corrective and preventative actions, and track progress

**48%**  
improvement in laboratory processing capability

## LIMS Maintenance

- Store and update set up information and default settings (number format, QC batch ID, employees, permissions, tests, methods, limits, prices, departments, ID formats, reports)
- Configure the LIMS to conform to the workflows and business rules of the laboratory

**8-12**  
**months**  
payback period

# Enhancements\*

Additional functionality is available in the form of optional product enhancements. Improve your Sample Master experience with:

**Result Point®** a secure Web portal that allows clients to access their data 24/7; view status and results, check limits, view or print reports in PDF, Excel, or other common file formats.

**Request Point** a secure LIMS kiosk, which allows clients to remotely submit samples to the laboratory 24/7 and even pay online. Users can print a chain of custody form to be sent along with the samples to the laboratory.

**iMobile** a Web application that leverages Wi-Fi, 3G/4G/5G technologies to facilitate real-time mobile data collection and delivery of test data back to the LIMS.

**ExcelExpress** (for use with Sample Tracking, Data Entry and EDT) a powerful Microsoft Excel add-in with intelligent algorithms that allow the user to easily retrieve information from and import results into Sample Master on demand. ExcelExpress can import data from any Excel worksheet with data in rows, columns, or tables. Use this enhancement to quickly enable instrument integration, import bench sheets, import subcontractor data, export to databases or statistical packages using the query function, and eliminate transcription errors.

**Monitor Plus** an integrated, wireless, portable, continuous monitoring solution that collects temperature, light, humidity, and pressure data from freezers, refrigerators, incubators, humidity chambers, greenhouses, and ovens.

These readings are transmitted to a Web portal. Features cellular backup, real-time alerts, and enhanced reporting capabilities with full regulatory compliance.



\*(additional cost)

# Workstation/SaaS

Sample Master is available as a premises-based or hosted solution. Whether you have your own IT staff and maintain your own equipment and manage upgrades or leave it up to Confidence, you'll enjoy the same features and benefits of the LIMS. We can help you decide which solution is better for you.

## Workstation

- Requires staff and support for maintenance, upgrades, security
- Must perform maintenance, including system monitoring backups, and storage management
- Needs a disaster recovery plan and ability to restore

## SaaS

- Secure, on-demand self-service software delivery model
- Scalable
- Cost-effective—No investment in hardware infrastructure, security, IT support, database and other software licenses; subscription fee includes costs of software maintenance and support



## Partnerships, Certifications

- ISO 9001:2015
- Microsoft Gold Partner
- VMWare Ready Certified
- Citrix Ready Certified



# World-class Support

Sample Master is simple to deploy and use; Confience clients are typically live within 4–6 months. After the implementation, the software is backed by a comprehensive support plan. LIMS support includes a dedicated Account Manager, live Support Engineers, free product upgrades, and more.

In addition to on-site and Web-based training, Confience hosts annual, in-person LIMS Boot Camp courses led by certified instructors. Our quarterly newsletters illustrate our dedication to keeping customers informed of industry news. Confience professionals work closely with users to develop and execute a sound implementation plan that includes installing their LIMS software, and training their database administrator and users on the features and functions of the system. Complete user satisfaction and client success are our top priorities.

## Industries We Serve

Fortune 500 companies and:

- Agriculture
- Analytical
- Biotechnology
- Cannabis
- Chemical
- Clinical testing
- Energy (coal, electrical, nuclear)
- Environmental
- Food and beverage
- Forensics
- Government
- Industrial hygiene
- Manufacturing
- Public health
- Water and wastewater

**15+**  
industries/GSE

# Confience

Confience is driven by the mission to provide automated lab management and data their customers can act on to build trusted products and a thriving planet. The result of a recently announced merger between Accelerated Technology Laboratories (ATL) and Quality Systems International (QSI), Confience offers LIMS solutions that empower lab and quality managers to accurately gather, analyze, and report data, work efficiently and intuitively, meet compliance goals, and exceed business objectives.



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