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Laboratory Business Intelligence (LBI) gaining momentum in Asian countries

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The one-hour webinar was hosted by Mr Scott Harrison, CrossLab marketing manager for Agilent's Laboratory Productivity Solutions Group. The focus of the seminar circled around instrument services, compliance and Laboratory Business Intelligence (LBI).

In his presentation, Mr Harrison stated that productivity and efficiency is a balancing act. "We want to keep scientists focused on science and not managing their instruments in the laboratory. Thus, scientists can focus on what they have been hired to do," he added.

He expressed, "We've unique tools for monitoring to see how your tools and instruments are being used, and enable better control over the instruments that you own. We take the necessary data and integrate them making sure the instruments you have produce great benefits for your company. We work with our customers on a regular basis. We combine all our capability into one single package and give a consolidated and integrated service."

Talking about laboratory productivity services, Mr Harrison said, "This is not a new concept. But it has been going on in the Europe and US for a long time. However, it is gaining traction in Asian countries and we see a lot of customers taking interest across the globe for these services."

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He further added, "The overall productivity is gained through higher level of customer satisfaction. We are in your labs for 6-12 months engaged in your day-to-day operations. Then we adjust our practice and services model to your business needs, and not just speaking about when the next maintenance is going to occur."

Agilient has invested in its research development training lab in India and across Asia, as the company is experiencing rapid growth and opportunities for its services. In October 2013, it opened its facility in Manesar, which is equipped with a competitive R&D facility for developing, maintenance and repairing protocol and developing training technologies to train its local engineers.

Addressing a number of questions imposed by BioSpectrum India, Mr Harrison responded with the following replies:

1. What were your major challenges in establishing your facility in India?

Mr Scott Harrison: Virtually, we had no challenges while establishing our facility in India.

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2. How do you maintain quality across all your services?

Mr Scott Harrison: We maintain our specifications and they are as rigid as anybody in the industry. The quality of the output is as good as the input. We know from personal experiences that databses need clean up. Over a time, as we do business reviews on quaterly basis, we find the data to be inaccurate and needs consistent clean up. The data maybe in the best condition, but after several iteration and management we bring it up to quality.

3. Why was Manesar chosen for establishing your facility in India?

Mr Scott Harrison: I can't comment on that.

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