

Implementation, Customization, Upgrade, and Validation of STARLIMS™

Situation

A global pharmaceutical company was experiencing increasing IT costs and inefficient application (LIMS) monitoring and management processes. Additionally, the version of STARLIMS™ installed required updating in order for it to support the recently upgraded IT infrastructure. In order to address these issues, the company decided that they would consolidate their IT data centers, move the STARLIMS system to the new data center, and upgrade and validate the new LIMS. Lacking the resources with the specific skill sets needed to successfully remedy the situation, the customer turned to CSols, Inc. for support and guidance. CSols' consulting team's industry, domain, LIMS (STARLIMS), IT, and regulatory expertise were all critical factors driving the customer's selection of CSols as their partner for this endeavor.

Objectives and Challenges

The objectives of this project included reducing IT costs, improving STARLIMS system management efficiency and effectiveness, improving user satisfaction, and mitigating risk. In order to achieve these objectives, there were a several hurdles to overcome, including:

- New application servers needed to be built in a VM
- New database servers needed to be built in a VM
- A full disaster recovery environment and documentation set needed to be built
- New client software distribution scripts needed to be developed to run the Starlims prerequisites (Fonts, Crystal Report viewer, etc.)
- Time zone considerations
- Resolving multiple runtime upgrade issues (service software had non compatible versions)

CSols' Role in the Solution

This effort included the following key tasks and deliverables:

- Confirm infrastructure selection for all environment (Dev, QA, Prod and sandbox)
- Participate and review the disaster recovery plan
- Install and configure IIS, .Net FrameWork in all environments
- Install and configure STARLIMS applications and services on all environments
- Upgrade the runtime to version 10.5.98 from 10.4
- Develop installation qualification scripts
- Execute and document installation qualification scripts
- Perform informal testing after upgrade in sandbox environment and applied required modifications/fixes.
- Support the user community in the Performance Qualification testing by fixing bugs/issues found in the application by the runtime upgrade
- Develop and implement time zone process for searches and report printing

PROJECT AT A GLANCE

BUSINESS SECTOR:
Pharmaceutical

INFORMATICS SYSTEM:
LIMS: STARLIMS 10.4 (application) and 10.5.98 (runtime)

SERVICE OFFERING:
Implementation
Customization
Upgrade
Validation

ELEMENTS:
4 Sites - India, Europe, US
8 Labs
400 Users
6 Months
1 CSols Team Members



Project Case Study

(Continuation...)

Benefits

- Completed the LIMS project on-time and within budget by utilizing CSols services and expertise
- Reduction of IT costs by moving the STARLIMS system to a server at the centralized, global site
- Improved user satisfaction by enabling support of IE9 due to the successful upgrade of STARLIMS by CSols
- Improved STARLIMS system management processes and issue identification and resolution rates by leveraging CSols' STARLIMS expertise
- Reduced regulatory risk through the well-developed, executed and documented validation of the STARLIMS system utilizing CSols' validation expertise
- All issues related to the run time upgrade were fixed due to our knowledge of the application and our high availability