VelQuest Services

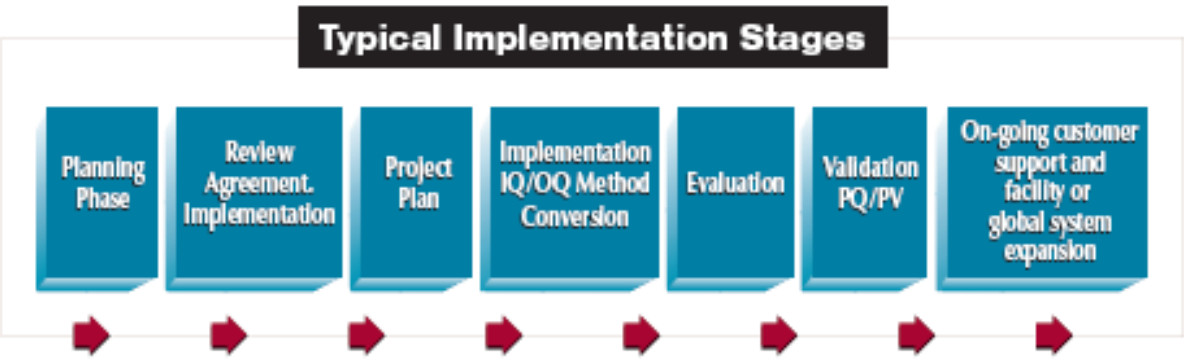
SmartLab™ Services and Support

VelQuest Services and Qualified Personnel

VelQuest's Services and Technical Support offerings are designed to ensure that your VelQuest solution meets your business objectives and delivers expected results. These services minimize the risks associated with product implementation and upgrades, and maximize your return on investment. VelQuest's implementations combine best practices, pharmaceutical industry expertise, and proven experience.

VelQuest will provide a qualified project manager to manage the scope, cost, resources and day-to-day activities of our Field Service Engineers working on your project. In addition, VelQuest project managers are often involved in solution design, testing and training activities.

VelQuest Business Developers are pharmaceutical industry experts who are experienced in laboratory analysis, quality processes, and workflow optimization. Together with the project manager, VelQuest business managers are committed to providing you a solution that meets key operational business objectives and cGMP informatics processes.



VelQuest's developers and Field Service Engineers are systems experts with years of technical design and system integration experience. They will work with your IT and Quality systems experts to provide the ideal configuration of your SmartLab solution, as well as hands-on integration services. They can also provide seamless data flow and interoperability through VelQuest's library of off-the-shelf instrument and system interfaces, or through configured interfaces. After your GMP ELN system is implemented, ongoing work may involve developing a new report or system data exchange.

Training for end users and administrators of your GMP ELN is critical to the success of your project. VelQuest can assess your training needs, plan the training, create site specific training materials and deliver the training. VelQuest Educational Services include train-the-trainer, classroom training (at our corporate headquarters), and on-site field training (your location).

Road Map, Implementation, and Expansion

The Road Map Program, a fixed fee consultative service provided by VelQuest, is used to identify the scale of a potential installation, and to define the scope of the project. The resulting report will deliver four critical elements: Business Impact Assessment, Project Scope, Methods and Infrastructure Review, and Project Planning.

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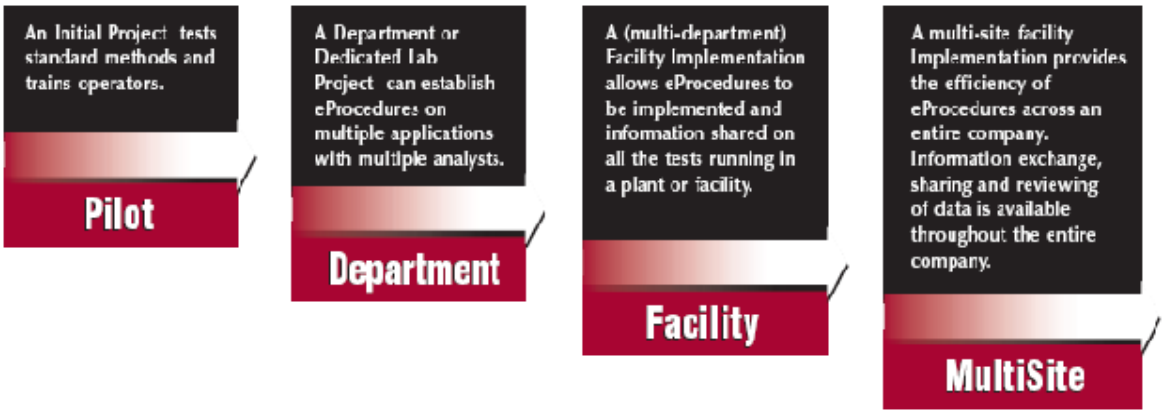
Once the Road Map exercise has been completed, a suitable application area for automation is chosen. This can be a high-volume product your plant manufactures, or an area that is error prone or is labor intensive. A starter system, or an ApplicationPak, is selected to address the specific area chosen. An ApplicationPak is a bundle of methods, instrument connections, and end user licenses of SmartLab GMP ELN designed for specific target areas (raw materials testing, finished products and stability, metrology and calibration, etc.). This provides a rapid implementation path, so you can gain experience while delivering real productivity and compliance value.

SmartLab installation is a team effort, with your laboratory and IT professionals working closely with VelQuest field engineers. Based on information captured in the Road Map report, we will install server and client components of the ApplicationPak, with every step of the installation process initiated and signed in compliance with GMP practices. During installation, we will also install any necessary instrument connections, and load the methods appropriate for that application area. A rigorous System Validation process consists of all required IQ (Instrument Qualification), OQ (Operation Qualification), and PQ (Process Qualification) procedures, to provide documented verification that the process and the total process related system performs as intended throughout all anticipated operating ranges. VelQuest also provides a comprehensive validation documentation suite.

Performance Verification, outside the scope of System Validation, is a supporting test associated with the electronic version of a manual test method. It supplies documented evidence that the electronic method, operated within established parameters, can perform effectively and reproducibly to give the expected data collection. SmartLab has been developed with standard templates for instruments, tests and procedures that allow operators to work independently after initial system training.



Because each ApplicationPak shares the same core technology as a full SmartLab GMP ELN, the system can be expanded at any time. Additional methods, instrument connections, and user licenses can be "plugged in" to the central software core without requiring extensive re-validation of that core. So a successful deployment and utilization of SmartLab can be mirrored in other application areas, departments, or separate geographic locations. A significant benefit to this is harmonization of procedure execution among laboratory personnel, and a much faster deployment time for the IT and lab support teams.

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