

What are some of the lab and pharma-specific software applications that your team has experience working with?

We operate with a vendor-neutral approach to software applications and software vendors, but there are a number of widely used platforms that our engineers have extensive experience working with. This is not an exhaustive list, but it gives an insight into the extent of our expertise.

Empower

Waters Empower is a leading Chromatography Data System (CDS) that is used across the pharmaceutical industry. It facilitates the capturing, processing, and reporting of chromatography data. It does this efficiently and accurately, with streamlined workflows and minimized manual recordkeeping.

Key features include:

- Data acquisition and management
- Compliance and data integrity
- Scalability
- Integration
- Efficiency and productivity

Our team has experience installing, updating, and configuring Empower installations in pharma labs. We also specialize in validating Empower installations and their configuration, as well as training laboratory teams and providing ongoing support.

LabVantage

LabVantage is a Laboratory Information Management System (LIMS) that is widely used in the pharmaceutical industry as well as in other industries, including healthcare and food and beverage. Developed by LabVantage Solutions, it streamlines, organizes, and automates lab data and operational processes. It is suitable for a broad range of applications, including research and quality control.

Key features include:

- Comprehensive data management
- AI-powered insights

- Enterprise scalability
- Integrated informatics
- Regulatory compliance
- Configurability and integration

Our team offers comprehensive LabVantage support, including installation and configuration, as well as validating both existing and new instances of the software. We also provide ongoing support, optimization, and training.

LabWare

LabWare is a LIMS platform and Electronic Laboratory Notebook (ELN). It is used by pharmaceutical labs of all sizes across the globe, as well as laboratories in other industries. LabWare offers labs a comprehensive range of features that are customizable, improving the management of lab data, workflows, compliance, and reporting.

Key features include:

- End-to-end sample management
- Automation and workflow standardization
- Integrated informatics
- Environment and inventory management
- Data integrity and compliance
- Results entry and reporting
- Integration and deployment flexibility
- User and certification tracking

Our engineers have experience helping pharma labs maximize the potential of LabWare. We specialize in validating LabWare installations, as well as supporting the installation process and ensuring configurations are optimized for the workflows and requirements of our clients. We also provide ongoing optimization, operator support, and training.

BIOVIA SmartLab

BIOVIA SmartLab is a laboratory informatics solution developed by Dassault Systems. It is part of the wider BIOVIA product line of software applications. BIOVIA SmartLab optimizes laboratory productivity and standardizes data management. It also helps digitize workflows and enhance compliance.

Key features include:

- Workflow digitization and standardization
- Centralized data management

- Integrated laboratory management
- Compliance and data integrity
- Enterprise scalability
- Instrument and equipment integration
- Knowledge management

Westbourne's engineers have extensive experience supporting pharma laboratories that use BIOVIA SmartLab. This includes validation support for both existing and new installations of the software. We also support the integration of BIOVIA SmartLab with instruments and other sources of data, as well as providing installation and configuration expertise.

BIOVIA LES

BIOVIA LES is a Laboratory Execution System (LES) by Dassault Systems. It helps laboratories streamline and automate workflows, especially in quality assurance, quality control, and manufacturing laboratories.

Key features include:

- Standardized procedure execution
- Automated data capture
- Automated review-by-exception
- Integrated workflows
- Compliance and data integrity optimization

Our engineers help pharmaceutical laboratories configure BIOVIA LES to automate workflows according to the specific requirements of the lab. We also provide expert validation services to ensure the installation and use of the software is regulatory compliant, and we support lab teams in operating the platform and maximizing its potential.

Veeva Vault

Veeva Vault is a cloud-based data management platform designed for the life sciences sector. It is used widely in the pharmaceutical industry as a system that provides a single source of truth for data. With various use cases across the pharmaceutical industry, it enhances compliance with regulations, including FDA 21 CFR Part 11 and EU Annex 11.

Key features include:

- Unified data management
- Cloud-based

- Configurable lifecycles and workflows
- Role-based security and access control
- Compliance optimization
- Validation support

Westbourne engineers support pharmaceutical laboratories in the installation, configuration, and ongoing use of Veeva Vault. We also provide comprehensive validation support to ensure the platform remains in a state of compliance.

Veeva QMS

Veeva QMS is a Quality Management System (QMS). It is a cloud-based solution designed for the life sciences sector. It standardizes, streamlines, and optimizes quality control processes. Veeva QMS manages critical quality activities, including deviations, audits, complaints, lab investigations, change controls, quality risk management, supplier quality management, and CAPAs (corrective and preventative actions).

Key features include:

- Modern and intuitive interface
- Pre-built best practice processes
- Intelligent automation
- Configurable forms and workflows
- Robust audit trails
- Unified risk management
- Connects quality control and regulatory information management
- Supplier collaboration
- Advanced reporting and dashboards

Our engineers support all aspects of Veeva QMS installations in pharmaceutical laboratories, including configuring forms and workflows to meet specific requirements. We also provide validation services for Veeva QMS installations, as well as ongoing support.