

Weighing Solutions



LabX Services

- Analysis & Consultation
- Implementation & Training
- Support & Maintenance



LabX Services for Excellence Balances

METTLER TOLEDO

LabX Services

Total Coverage

LabX Services provide full support throughout all stages of the LabX Life Cycle. The range has been carefully designed to allow you to choose just the services necessary to match individual user needs and complement your software licenses and system requirements.

App Development



Trained LabX specialists work in close cooperation with you to analyze and optimize your individual weighing application.

A dedicated application method and report template are developed and delivered ready for use. Choose the App Pac according to the complexity of your process.

App Pac

- Small
- Medium
- Large

Installation



Installation, configuration and testing are essential for the correct operation of your LabX system. The ready-to-use App Pac method is implemented in LabX and a shortcut created on the instrument.

Automatic backups and standard Tests & Adjustments are set up according to requirements.

Installation

- Express
- Server

Training



A range of training courses are available to correspond to the depth of knowledge required by different levels of users.

Our courses for beginners provide all the necessary basic skills to use LabX on a day-to-day basis. As you become more proficient, take advantage of our higher level courses.

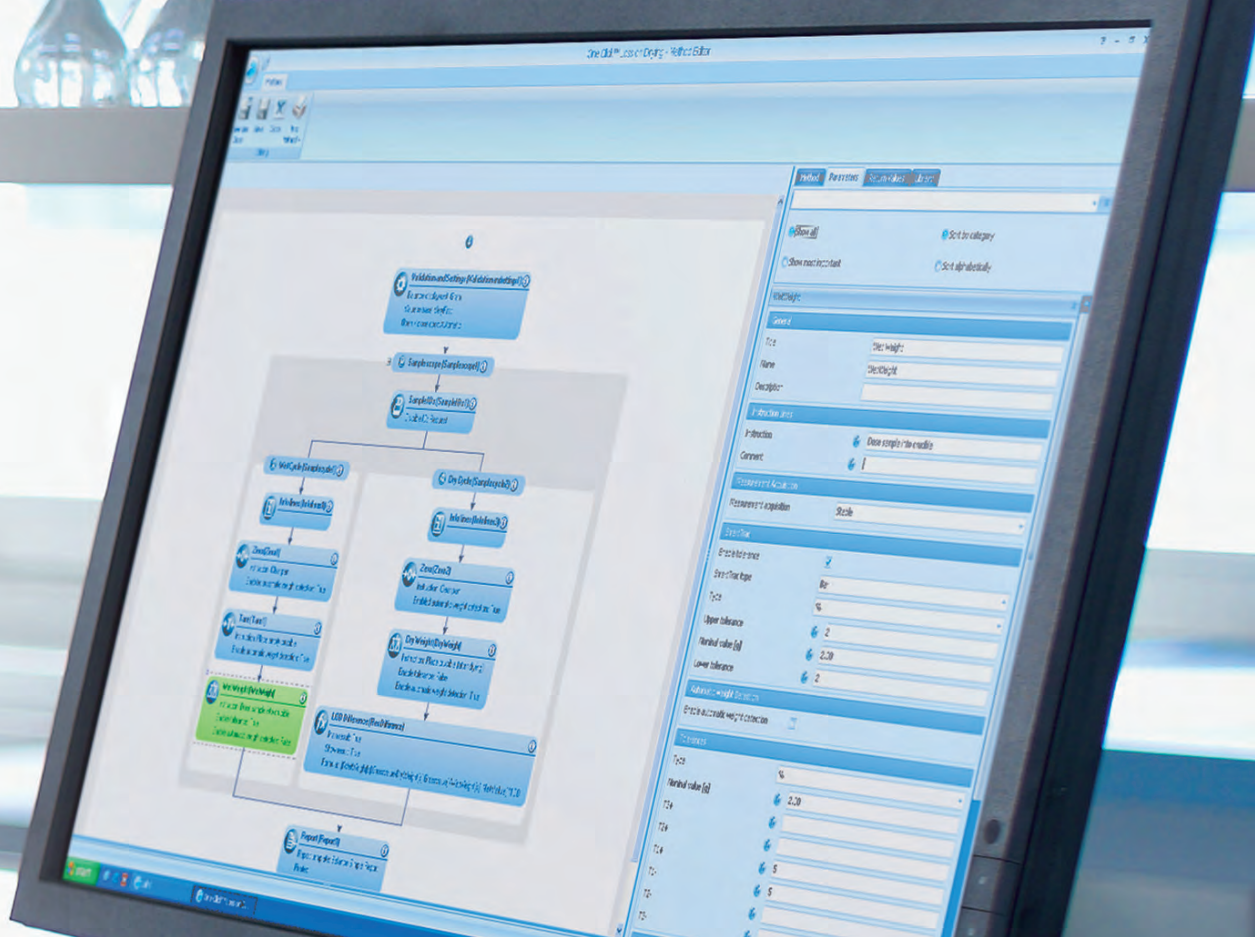
Training

- Beginner
- Advanced
- Expert

LabX Starter Pac Choose 1 App Pac

Choose Express or Server

Beginner Training included



Validation



You will receive official documents to verify that your LabX system has been installed according to its design specifications (IQ) and its performance is consistent with the defined functionalities (OQ).

This service is carried out using the LabX Validation Manual.

Validation

- Standalone
- Distributed

Integration



LabX can be fully integrated with your existing information systems. Standard Import/Export files allow error-free data transfer with LIMS, HPLC, Excel® etc.

For more complex integration projects a standard web service is available.

Integration

Based on individual project requirements

Support & Maintenance



LabX Maintenance Plans ensure your LabX system performs optimally and continues to meet regulations. Benefit from fast technical support, access to the LabX Knowledge Base and discounted Services.

With an optional annual checkup you can be sure your LabX system is always up-to-date and functioning correctly.

Maintenance Plans

- Express
- Server

LabX Starter Pacs

Start the Right Way

Our Starter Pacs get you up and running with an installed and tested system, and your chosen application completely functional. Beginner training ensures users are confident to work with LabX from day one.

App Development

Application meets requirements

Installation

Correctly working and tested system

Training

Confident users

Two levels of Starter Pacs are offered corresponding to the two LabX software editions: Express and Server. With each Starter Pac, you choose an App Pac according to the complexity of your process. We work closely with you to develop the method which is then implemented in your system ready for use. Beginner training is included in the Pac so users can start working with the method straight away.

LabX Starter Pac Express



Corresponds to LabX Express Edition for standalone systems with up to 3 instruments.

- App Pac: of your choice
- Install Pac: 1 PC/3 instruments
- Training: Beginner (5 hours)

LabX Starter Pac Server



Corresponds to LabX Server Edition for networked systems with up to 30 instruments.

- App Pac: of your choice
- Install Pac: 3 PCs / 5 instruments
- Training: Beginner (8 hours)



	LabX Starter Pac Express		
Service Product ¹	Small	Medium	Large
Application Complexity	Simple	Intermediate	Complex
App Pac	Small 1d	Medium 2d	Large 5d
Training: Operator	3h	3h	3h
Training: Lab Manager	2h	2h	2h
Training: System Administration	–	–	–
Installation: Express	3h	3h	3h
Installation: Server	–	–	–
Extra App Pac	Optional	Optional	Optional
Maintenance Plan	Optional	Optional	Optional
Total time in days²	2	3	6

	LabX Starter Pac Server		
Service Product ¹	Small	Medium	Large
Application Complexity	Simple	Intermediate	Complex
App Pac	Small 1d	Medium 2d	Large 5d
Training: Operator	3h	3h	3h
Training: Lab Manager	2h	2h	2h
Training: System Administration	3h	3h	3h
Installation: Express	–	–	–
Installation: Server	8h	8h	8h
Extra App Pac	Optional	Optional	Optional
Maintenance Plan	Optional	Optional	Optional
Total time in days²	3	4	7

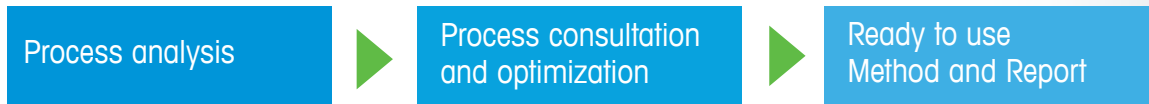
¹ The services included in the Starter Pac are described in more detail on the following pages.

² Work required beyond the allocated time will be charged on an hourly basis. Costs for travel to the installation site are not included.

LabX Application Pacs

Capturing Your Processes

Efficient processes are fundamental to the success of your business. Our App Pacs include comprehensive analysis, consultation, and optimization procedures to precisely understand and capture your application requirements. We can work with you on- or off-site according to your needs. Each App Pac delivers one method and one report template ready to use.



App Pac Small



Typical processes are simple and linear without decisions or repetitions.

One feedback round at the end of the method and report development is included. Standard report templates are used.

Examples

- Simple Weighing Processes
- Statistical Quality Control
- Customization of a library method

App Pac Medium



Processes involve simple decisions or repetitions and may be paused.

Two feedback rounds are included: for the requirements specification and at the end of the method and report development. Standard report templates are used.

Examples

- Filter Weighing
- Loss on Drying
- Loss on Ignition
- Flow Rate

App Pac Large



Complex processes which may involve multifaceted decisions, repetitions and multiple pauses.

Four feedback rounds are included: one for the requirements specification, one for initial assessment of the method, and two during the method and report development. Reports may be complex and are fully customized.

Examples

- Filter Weighing with Air Buoyancy correction
- Differential weighing with duplicate samples
- Complex user applications



	Small	Medium	Large
Application Complexity ¹	Simple	Intermediate	Complex
Product Database	✓	✓	✓
Report Editor	✓	✓	✓
Sample Series	–	✓	✓
Import/Export Templates	–	✓	✓
Report Designer	–	–	✓
Requirements Specification ²	–	✓	✓
Feedback Rounds ³	1 ^C	2 ^{A,C}	4 ^{A,B,C,C}
Total time in days ⁴	1	2	5

¹ See examples.
² Document detailing the individual requirements of the process.
³ Revision cycle for changes or modifications.
⁴ Work required beyond the allocated time will be charged on an hourly basis. Costs for travel to the installation site are not included.







Feedback Rounds
^A Requirements Specification
^B Rough Method
^C Method, Report

LabX Training

Total Confidence

Get the most out of your LabX software. Our comprehensive Beginner training courses provide you with all the skills you need to use LabX on a day-to-day basis. Our Advanced and Expert level courses provide in-depth training on more sophisticated functionalities e.g. to develop your own complex applications or create customized reports.


Beginner courses take place at the installation site. Advanced and Expert courses may be conducted at an external venue depending on the number of course participants and available facilities. All training is delivered by certified LabX trainers.*

Beginner	
<p>Operator^{1,2}</p> <p>4 </p> <p>3h </p>	<ul style="list-style-type: none"> • Basic Functionality at Instrument • Start of Methods, Series, Products • Control of Tasks • Creation of Shortcuts • View Results • Creation, Printing and Export of Reports • Searching, Filtering, Grouping, Tagging • Help and eLearning
<p>Lab Manager^{1,2}</p> <p>2 </p> <p>2h </p>	<ul style="list-style-type: none"> • Basic Functionality of Method Designer • Creation of Products and Sample Series • Tests and Adjustments • "Maintenance Verification" and "Validation and Settings" • Report Editor Templates • Add new Users and assign to Roles
<p>System Administration²</p> <p>2 </p> <p>3h </p>	<ul style="list-style-type: none"> • Installation (Client/Server) • LabX Architecture • General LabX Settings and Labels • User Roles & Rights, Policies, Fingerprint • Inbox and Email Settings • Result Export Templates • Automatic Backup and Restore



Certificates
On request, a certificate of completion can be provided for each participant.

 Maximum number of participants

 Duration in hours (h) or days (d)

¹ Included in Starter Pac Express









² Included in Starter Pack Server

³ Group size depends on available facilities and material

⁴ May not be available in your country

* Costs for travel to the training site are not included.



Advanced		Expert	
<p>Quality and Compliance³</p> <p>10  3h </p>	<ul style="list-style-type: none"> • Version Management & Release of Methods • Method History • Configuration of Signing Procedures • Release Policies • Blocking Instruments and Reminders • Audit Trail 	<p>Report Designer^{3, 4}</p> <p>10  2d </p>	<ul style="list-style-type: none"> • Report Structure • Data Source • Data Binding • Text and Images • Table and Charts
<p>Application Designer^{3, 4}</p> <p>10  3d </p>	<ul style="list-style-type: none"> • Method Designing (incl. Binding) • Products and Sample Series • Scheduling • Use of Barcodes and Peripheral Devices • Label Printing • Value Tables • Report Editor 	<p>System Integration^{3, 4}</p> <p>10  2d </p>	<ul style="list-style-type: none"> • Uni-directional File-based Integration • Bi-directional File-based Integration • Integration using Keyboard Buffer • Authentication • Interfacing with LabX Web service

Further LabX Services

Completing the Package

On activation of your LabX software you will have free online access to sample methods, eLearning training modules, and the LabX Knowledge Base. Our maintenance plans ensure you have access to support whenever you need it and offer substantial savings on other services.*

Installation

On-site installation of your LabX software and purchased options plus testing and basic configuration.

Installation	Express	Server
LabX Installation and System Plan	–	✓
Installation of LabX	✓	✓
Implement 1 Method and Create Shortcuts	✓	✓
Set up Automated Backup	✓	✓
Implement Standard Tests & Adjustments	✓	✓
Set up Users	–	✓
Maximum number of PCs / Instruments	1/3	3 ¹ /5 ²
Basic Test of System ³	✓	✓
Total time in hours	3	8

¹ For each additional PC add 1 hour service charge

² For each additional instrument add 1 hour service charge

³ Includes execution of simple method and checking of results, plus execution of the installation checker

Validation

On-site support for initial validation of your installed, tested and ready-to-use LabX system. The LabX Validation Manual must be purchased with this service.

Content	Standalone	Distributed
Maximum number of PCs / Instruments	1/3	3 ¹ /5 ²
Total time in days	1.5	3

¹ For each additional PC add 1 hour service charge

² For each additional instrument add 1 hour service charge

Integration

The integration service is project-dependent and must be assessed on an individual basis. The time required is heavily dependent upon the complexity of the project. External partner companies may perform this service. Example: interface with HPLC, LIMS or Excel®.

* Costs for travel to the installation site are not included.



Support & Maintenance Plans

Ensure your LabX system is optimally maintained with access to our support services. Benefit from discounts on other services. Plans are valid for one year from the date of purchase.¹

Plan Content	Free	Express ¹	Server ¹
Access to LabX Knowledge Base	✓	✓	✓
Download of Sample Methods	✓	✓	✓
Access to eLearning and online Help	✓	✓	✓
Support Time / Response Time ²	Charges apply	3h / 48h	8h / 24h
20% off one App Pac	–	<ul style="list-style-type: none"> • Small • Medium 	<ul style="list-style-type: none"> • Small • Medium • Large
20% off one Training Course	–	<ul style="list-style-type: none"> • Operator • System Administration 	<ul style="list-style-type: none"> • All Training Courses
Software Updates included	–	–	✓

Annual Checkup³ (highly recommended) – Optional, 3h
Includes basic test of system, check of Backup & Restore, minor modifications to application methods and installation of patches.

¹ Contracts take effect after initial installation. When the relevant Starter Pac has not been purchased, discounts may not be applied to the first purchase of any item included in the Starter Pac.

² Support via telephone during normal business hours. Additional fees may apply for local support.

³ Costs for travel to the installation site are not included.

Typical Example

Company Requirements

Assistants in a pharmaceutical laboratory regularly prepare up to 30 different standard solutions as well as many samples with a specific dilution factor. The company wants to ensure that SOPs are followed precisely and that results are secure to meet regulatory requirements. For compatibility with their existing system, results should be exported to a CSV file. Printed labels would be of great benefit. There are 2 PCs and 3 balances in the lab.

LabX Solution

As well as installation and testing of the LabX system, the Service options proposed include development of two methods, further training and support for users, and validation to meet regulatory requirements. Purchase of hardware is dependent upon existing equipment.

LabX Software Licenses Proposed

Type	Description	Part. No
Starter Pac	LabX Balance Server	11153121
Instrument License	1 Additional Excellence Balance x 2	11153220
Option	Regulation	11153104
Option	Product Database	11153103

LabX Services Proposed

Type	Description	Requirement Fulfilled
Starter Pac	LabX Starter Pac Server Small: <ul style="list-style-type: none">• App Pac: Small• Training: Operator• Training: Lab Manager• Training: System Administration• Installation: Server	<ul style="list-style-type: none">• Customization of Library Method: "One Click™ Standard Preparation" including use of Product Database• Standard report template (Simple process)
App Pac ¹ (20% discount)	Medium	<ul style="list-style-type: none">• Customer specific method for "Sample Preparation" incorporating:<ul style="list-style-type: none">– Dilution factors– Label printing– Export of results in CSV format• Standard report template (Intermediate process)
Training ¹ (20% discount)	Advanced: Quality and Compliance	To learn how to implement Quality Control measures into processes
Validation	Server	Initial validation of the system to meet regulatory requirements
Maintenance	Server	8 hours of support time
Maintenance	Annual Checkup	To ensure system is up-to-date and optimally maintained

¹ The discount is included in the Server Maintenance Plan.

www.mt.com/one-click-weighing

For more information



Mettler-Toledo AG

Laboratory & Weighing Technologies
CH-8606 Greifensee, Switzerland
Phone +41 44 944 22 11
Fax +41 44 944 30 60

Subject to technical changes
© 07/2011 Mettler-Toledo AG
Printed in Switzerland
Global MarCom Switzerland 30019612