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## Trendy News

### MerrillSoft welcomes Papé Group

Have you ever bought a car "sight unseen"? Well that's exactly what Papé Group of Eugene, Oregon did. This decision was made by Papé Group after many months of discussions, research and a comprehensive study performed by Fred Stauffer, Lab Manager at Papé Group. Fred prepared a complete LIMS comparison report to propose to management detailing the different solutions available to them. Without ever having seen **FTA2000** in a demo or run live at any other dealer, management chose **FTA2000** to run their lab. After several months of preparation, Papé Group joined the **FTA2000** family.

There are several steps that must be performed before the installation process can take place. The first step is to determine the amount of data inconsistencies in the current lab system. MerrillSoft ran Papé's data through a conversion program and Fred Stauffer was a little bit unnerved when he discovered the amount of incomplete and duplicate data in his existing system. He explained this in his **FTA2000** conversion summary when he said "Unfortunately we had to deal with bad data on our current system. The MerrillSoft system requires clean data! Our data had many duplicate serial numbers and double accounts. ...we spent almost all of two months cleaning our data up."

The second step is to run parallel testing between the existing system and **FTA2000** comparing results and looking for any inconsistencies. This step is crucial to a successful conversion and many times requires the changing of certain procedures or practices. Changing procedures and practices in a lab can be very unsettling for the lab staff. Although MerrillSoft works with the lab staff to explain the conversion steps and the reasoning behind them keeping everyone informed of what to expect, this does not always completely calm the nerves. With two months spent on data cleanup performed by both Fred Stauffer and Jeff Turner, Papé Group lab tech, it only left one week before conversion to do the parallel testing. Fred explains "We ran our samples through our regular process then started inputting about 20 samples into the MerrillSoft system each of those five days. Yes, only 20 samples, and it was taking hours! At one point I thought, what did I get myself into! Papé bought this system without even looking at it and in

a few days we will have to run 100's of samples daily on this system!" Fred was getting nervous and started calling MerrillSoft asking "how could a dealer possibly run 500+ samples a day with only one person doing data entry?" MerrillSoft's answer was simple "Easy". Fred then asked "How can you possibly have a system that can have one unit number 1, or serial number 1, etc.?" MerrillSoft's answer again was "Easy". Fred stated "So after all that I decided to stop asking questions and see what happens." Fred described what many lab managers and staff go through when making serious changes to their lab procedures.

The third step is to do the conversion and train the lab staff on new procedures and **FTA2000**. MerrillSoft typically arrives on a Friday, works through the weekend and is there for Monday and Tuesday processing.

MerrillSoft arrived on the 20<sup>th</sup> of September ready for the conversion. Most of the conversion is done on Friday leaving the weekend for training and tweaking of interfaces. Fred was pleased with how the conversion was going as he stated "Within hours our testers were configured, we were 90% ready on that Friday. We spent the rest of the weekend verifying readings, setting up the system the way we wanted it configured, and testing output formats."



*Rich Merrill describes FTA2000 procedures at the weekend training session at the lab. From left to right: Jeff Turner - Lab Tech, Rich Merrill - MerrillSoft. In back: Fred Stauffer - Lab Manager.*

The concerns expressed by Fred Stauffer and his staff and shared by many and are certainly justified. Imagine the apprehensiveness of purchasing something as significant as a new

LIMS program without ever having seen it.

On Monday, the lab staff had a fairly light day and they processed 95 samples through *FTA2000*. Fred was starting to feel more comfortable as seen below.



*Jeff Turner and Fred Stauffer showing off their free stuff. Those rubber mouse pads really did it for them!*

Papé Group processes approximately 30,000 samples a year with 1.5 lab techs and 1 lab manager. On Tuesday, the real test came when the lab processed 196 samples for the day and finished. Fred was pleased with the final outcome and was beginning to feel like he had control over his lab again.



*Fred in control again! From left to right: Fred Stauffer, Jennifer Wilson - Lab Tech, and Jeff Turner.*

Fred's final comments were "Today I sit here after 2 weeks of use with a strong opinion about the software. Functional, appealing and (EASY) "pun intended" sums it up. Since converting we have drastically increased our sample sales already. Thank you."

MerrillSoft would also like to express our appreciation to Fred Stauffer and his lab staff at Papé Group for all their cooperation and their trust. We are grateful for your truthfulness in your conversion summary. We know this can be a very nerve racking ordeal and we're thankful you trusted MerrillSoft enough to let us help you increase your efficiency, data integrity, and your business. Welcome to the *FTA2000* Family!

## [Future FTA2000 Family Members](#)

Novembers issue will spot light Syracuse Supply Company and bring you the comments of *Mike Osterhaudt*, Lab Manager, regarding his *FTA2000* conversion thoughts.

## [Sample Kits](#)

If you missed the sample kits at the Dealer Advisory Group conference in Peoria you should really take a look at them. The uniqueness of these sample kits is that MerrillSoft offers a recycle program which is better for the environment and better for you.

The recycle program works like this, when you receive the kit from you customer you save the mailer and the lid. Once you have stock piled some of these, you simply ship them back to MerrillSoft and we will reassemble new kits for you using these parts. Then apply full credit to you for the returned pieces on your next order of kits. For more information contact MerrillSoft.

## [Lab Supplies](#)

In the last few issues we have been talking about our lab supply program. We can provide over 10,000 consumables for you lab and using our bulk pricing that we receive from our distributor, we can usually offer a great deal of savings for your lab.

Lab supplies can also be ordered online 24 hours a day, 7 days a week by using our [SampleResults.com](http://SampleResults.com) website. You simply ask for a login and password from MerrillSoft and we will be happy to assist you in any way that we can. Our goal is to help you become more successful and offering lab supplies at a lower cost is one of the ways in which we achieve this. If we are unable to beat or match your price we will gladly inform you that you are getting a great deal and should stick with your existing supplier. For more information contact MerrillSoft.

## [Conferences](#)

MerrillSoft was at the **Dealer Advisory Group (DAG)** Conference in Peoria, Illinois where we demonstrated our new *FTA2000* version 4 and showed off our new sample kits. We would like to thank the DAG group for extending their invitation to show off our new product. For those of you that stopped by we would like to thank you for listening to us and we hope you enjoyed the "freebies". For those of you who were unable to attend we hope to meet you some time in the near future.

MerrillSoft will be displaying at the Training and Technology Expo 2003 hosted by Lubrication and Fluid Power Journal of Excellence on May 4-8 in Indianapolis, Indiana at the Crowne Plaza Hotel. We hope to see you there!