waters_connect™

waters_connect System Monitoring
Maximize Lab Productivity Anytime, From Anywhere

Waters™

Remotely monitor activity and maximize productivity without being tied to the lab.

Increasingly, laboratories are striving to find ways to improve uptime and efficiency. In the face of rising consumer demand and limited resources, labs must confront a rapidly evolving business landscape, where compliance and data quality requirements for products must be met within tighter timelines and with smaller budgets. These challenges were the core drivers in the development of the new waters_connect System Monitoring Software which allows you to monitor your chromatography fleet and optimize your laboratory operations from anywhere at any time.
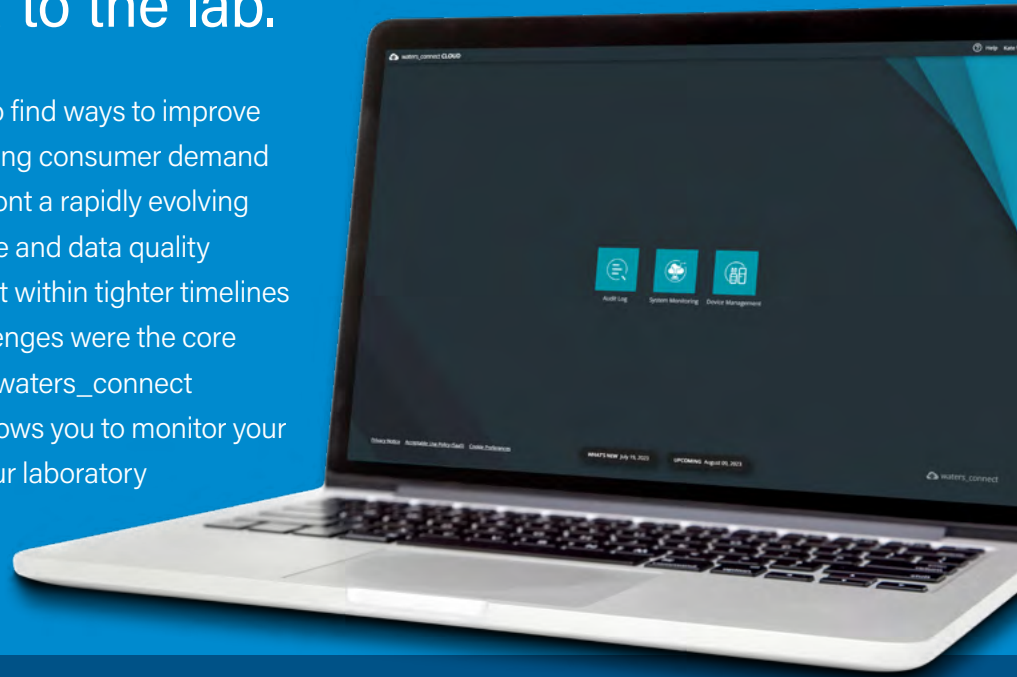
SYSTEM MONITORING PROVIDES A HOLISTIC VIEW OF YOUR CHROMATOGRAPHY SYSTEM, ENABLING YOU TO:

- Increase the utilization of your assets more effectively.
- Reduce resource wastage to truly maximize productivity.
- Plan day-to-day work with confidence in fast-paced laboratories.
- Remove reliance on difficult to maintain, home-made solutions.
- Identify errors and troubleshoot faster, ensuring your system uptime is maximized.

EFFICIENT ASSET UTILIZATION

System Monitoring allows you to find systems that are available for use in the lab easily and quickly, and provides detailed information to allow you to make decisions about how you run your day-to-day operations. The software also provides real-time notifications when the status of an instrument changes, for example when a system is in an error state, allowing you to react to and deal with those issues efficiently. Detailed information can also be provided about the type of errors, enabling easier troubleshooting and increasing system uptime. Contextual asset history information is available, allowing you to gain deeper understanding about how and when systems are being used.

System Monitoring

The Digital Revolution

THE CONNECTED LAB OF THE FUTURE

Many labs striving to become a lab of the future are implementing innovative technologies and processes that look to increase their efficiency and deliver products to market faster. One way of achieving this is by increasing lab connectivity, which supports stronger collaboration and enables more efficient decision making.

We have listened to the key challenges labs face to develop a lab management solution that meets the needs of the future lab.

- Lab managers lack a universal, real-time view of their instrument fleet.

- Planning and scheduling of lab work is fragmented and not dynamic.

- System errors cause unplanned downtime and can delay product release.

- Scientists are often bound to their labs to support overall efficiency.

System Monitoring provides intuitive access to detailed Empower™ Software information via the waters_connect Cloud Platform without compromising security or compliance – making coordinating work and responding to system errors quick and easy. As a cloud-based product available on a Software as a Service (SaaS) subscription, System Monitoring is continually and automatically enhanced with new features which are prioritized based upon the evolving needs of your laboratory.

Monitor your Lab Instruments Remotely

VIEW YOUR CHROMATOGRAPHY SYSTEMS ANYTIME, FROM ANYWHERE

System Monitoring presents real-time data from all Empower Software-controlled chromatography systems, including third party chromatography systems on Empower Software.

The System Monitoring dashboard is the starting point for management of day-to-day operations of the laboratory. Quickly identify which systems are available for use, view the estimated time of sample set completion and filter based upon system metadata, and/or system status. All this information is available without having to physically be in the lab or by remotely accessing systems individually, saving valuable time and increasing efficiency.
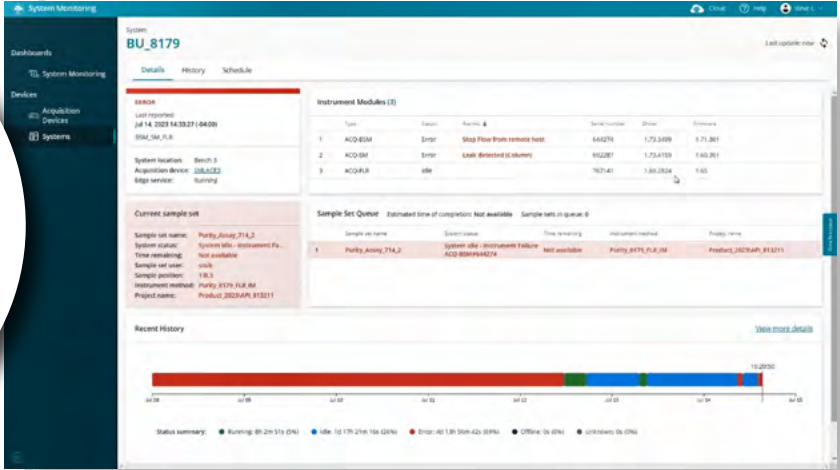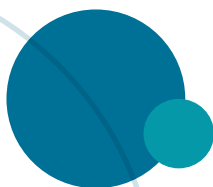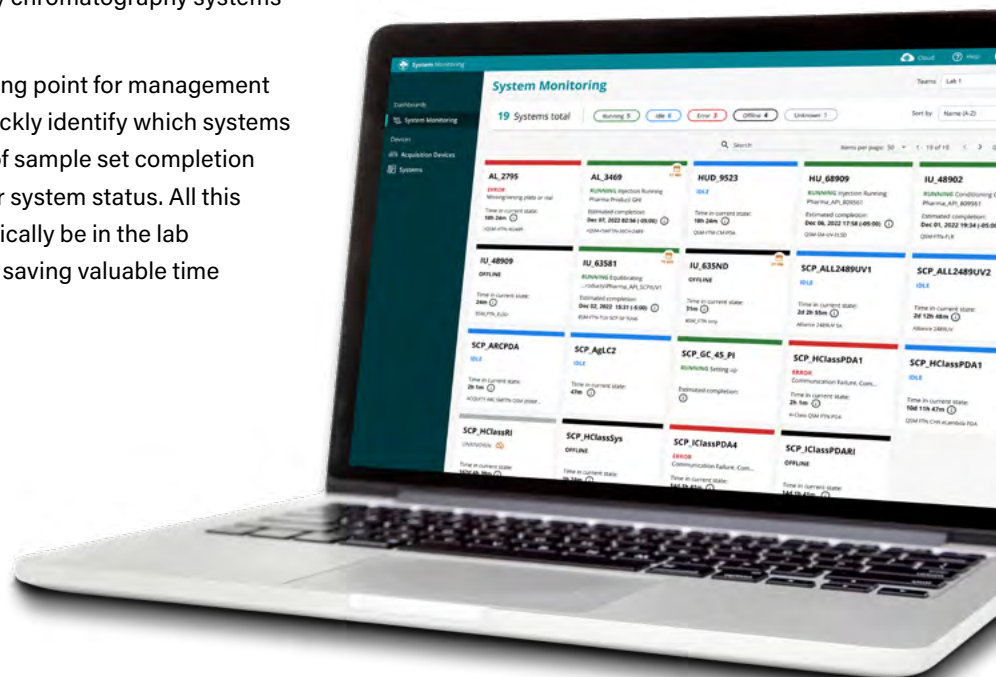
Improve the Productivity of your Lab

QUICKLY RESPOND TO ISSUES WITH DETAILED ERROR INFORMATION AND NOTIFICATIONS

Unexpected downtime caused by errors is a key challenge for many labs, whether due to human or instrument error. Issues which delay sample set completion or success can have a significant impact on the efficiency and productivity of the lab. Not only does System Monitoring display errors in real time in the dashboard view, it is also possible to subscribe and be notified of system errors. Having instant access to error information allows analysts and lab metrologists to conduct any remedial work as soon as possible. This reduces system downtime and increases the chances of meeting key project deadlines and product shipment targets.

System Monitoring

Faster error response and easier troubleshooting with waters_connect System Monitoring

TRACK DETAILED SYSTEM HISTORY AND PERFORMANCE

We understand many labs face challenges when looking to understand the utilization and performance of systems within their lab. To overcome this challenge, System Monitoring provides a System History view which presents valuable information to support more informed insights and decisions.

View the historical status of systems over a 7-day, 30-day, or custom date range, in either a table or timeline format. The historical information shown includes the relative time in a specific state for each instrument, plus additional contextual detail associated with the system events, for example, error information is presented alongside details of the project and sample set when the error occurred.

A holistic approach to lab management

EASILY SCHEDULE INSTRUMENT RUNS AND MAINTENANCE.

With the increasing pace to lab digitization comes the move from manual and non-dynamic solutions to more automated digital solutions that provide increased efficiency and reliability. However, even more automated digital solutions can have limited benefit because they lack integration with the real-time status of instruments.

The system scheduling functionality within System Monitoring overcomes these challenges by allowing users to reserve systems for multiple purposes (regular sample runs, calibration and maintenance, etc.). The integration with the real-time status and availability of the systems alongside sample run details provides valuable context to allow confidence in scheduling as priorities change. Analysts, lab managers and metrologists are able to create reservations as needed by searching for appropriate systems for their analysis.
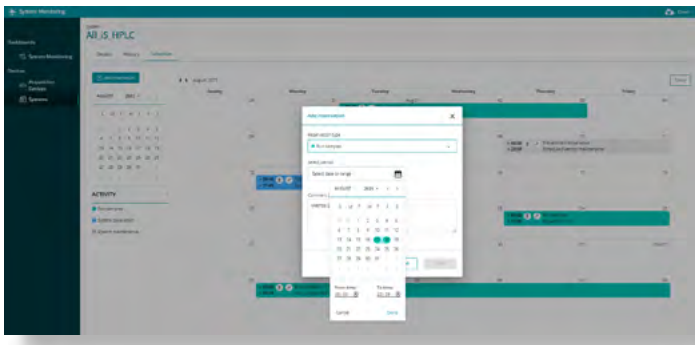

Easily schedule instrument runs and maintenance with waters_connect System Monitoring

QUICK ACCESS TO CONSOLIDATED ACQUISITION DEVICE DATA

In addition to the real-time status information provided by System Monitoring, a holistic and current view into detailed acquisition device information is also extremely useful for Empower administrators and metrologists. This is provided by the Device Management application which sits alongside System Monitoring on the waters_connect Cloud Platform.

The Device Management app consolidates detailed information associated with acquisition devices or LAC/E™ boxes to support troubleshooting and information gathering. Using Device Management, it's possible to view all acquisition devices, filtered by Teams, with pertinent information including:

- Empower Software version

- Driver Pack details and installed drivers per acquisition device

- Firmware versions for instrument modules

- Windows™ operating systems details
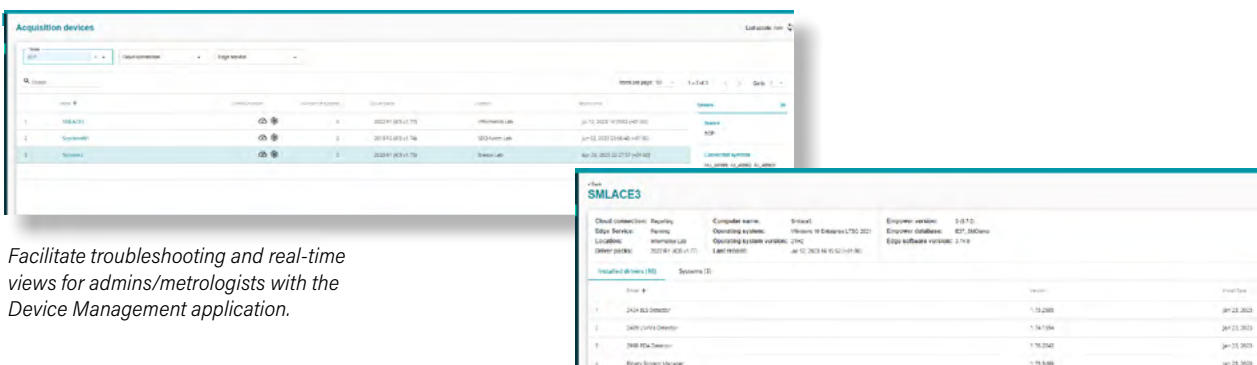
Facilitate troubleshooting and real-time views for admins/metrologists with the Device Management application.

Improved efficiency and confidence

In regulated environments the security and integrity of data is paramount, which is why System Monitoring has been designed as a business tool which sits outside the validated Empower Software environment. Several measures ensure that:

- Information transfer is in one direction only, from the Acquisition Device Edge Software to the waters_connect Cloud

- Information being sent to the waters_connect Cloud is system telemetry information rather than GxP analytical data

- Users cannot interact with or change Empower from the waters_connect Cloud and associated applications

Waters is strongly committed in the protection of customer data, as well as our products and services via the implementation of robust security measures. Employing a multi-layered approach to security ensures we can maintain the integrity, confidentiality, and availability of your data. Our commitment to our customers is to continue to invest in security technologies, processes, and employee training to ensure the ongoing security of our waters_connect Cloud Environment.

waters.com/SystemMonitoring

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Waters™