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## Customers report satisfaction with LIMS

*"Matrix LIMS is one of the most functional, highly reliable and well-supported laboratory management software solutions available today".*

Those are the findings of a recent customer survey conducted by software developer Autoscribe. 29 Matrix LIMS customers from the UK and North America responded to the survey, carried out in autumn 2003. Autoscribe received a positive scoring of 81% on the question of product functionality, 83% for product reliability, 94% for support response, and 89% for support accuracy. 21 customers also said that they would buy Matrix again - which Autoscribe says is an extremely high result for a LIMS developer.

It is standard practice for Autoscribe to canvass customer opinion on a regular basis. This helps the company understand the expectations of its customers and helps focus efforts towards the product and service developments of the future.

Matrix LIMS (laboratory information management system) is the company's primary software solution, used in the organisation of laboratory processes throughout the world. Key features include its advanced functionality and high configurability to suit a wide range of applications.

Customer support is further enhanced through an annual LIMS user meeting, organised by Autoscribe to update customers on current developments.

Autoscribe is expanding further into new market areas with a new range of management software solutions such as Training Manager, and Feedback (customer complaints manager). To take account of this growth and demand, the company recently relocated to new larger purpose built premises in Riseley, Berkshire.

## About Autoscribe

Autoscribe Limited is a world leader in the development and supply of successful software solutions for LIMS (Laboratory Information Management Systems) and the scientific laboratory and business markets.

Autoscribe pioneered the use of innovative configuration tools within the LIMS market and today our Matrix Plus LIMS software is seen as the industry standard to which others aspire.

Autoscribe offers a wide portfolio of products and services including systems for LIMS, sample tracking, instrument calibration and maintenance, stability testing, customer complaints management, ISO9000 protocol driven training records management and resource planning. Our customers include leading analytical, oil, pharmaceutical, biotechnology, chemical, and consumer products companies as well as academic research institutes, hospitals and many others.

Founded in 1981, Autoscribe is a privately owned UK company. Worldwide we are represented by a network of business partners in regions including the USA, France, Benelux, Germany, Switzerland, Scandinavia and Australia. Our organisation includes a dedicated team of developers, technical support specialists and sales & marketing professionals.

### **Further Information**

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