



End User Engagement as a Driver for the Development of an Enhanced Field Data Capture Product

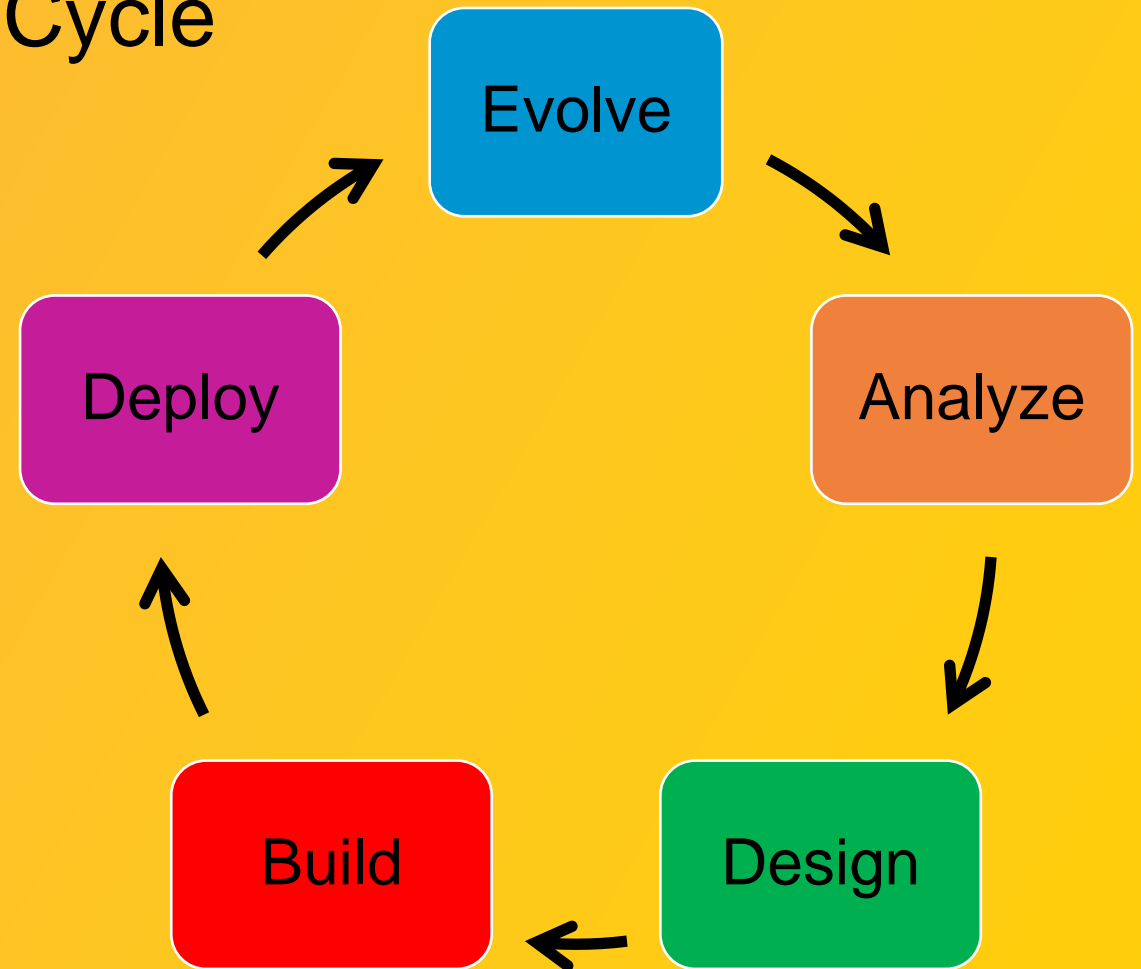
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Clinisys

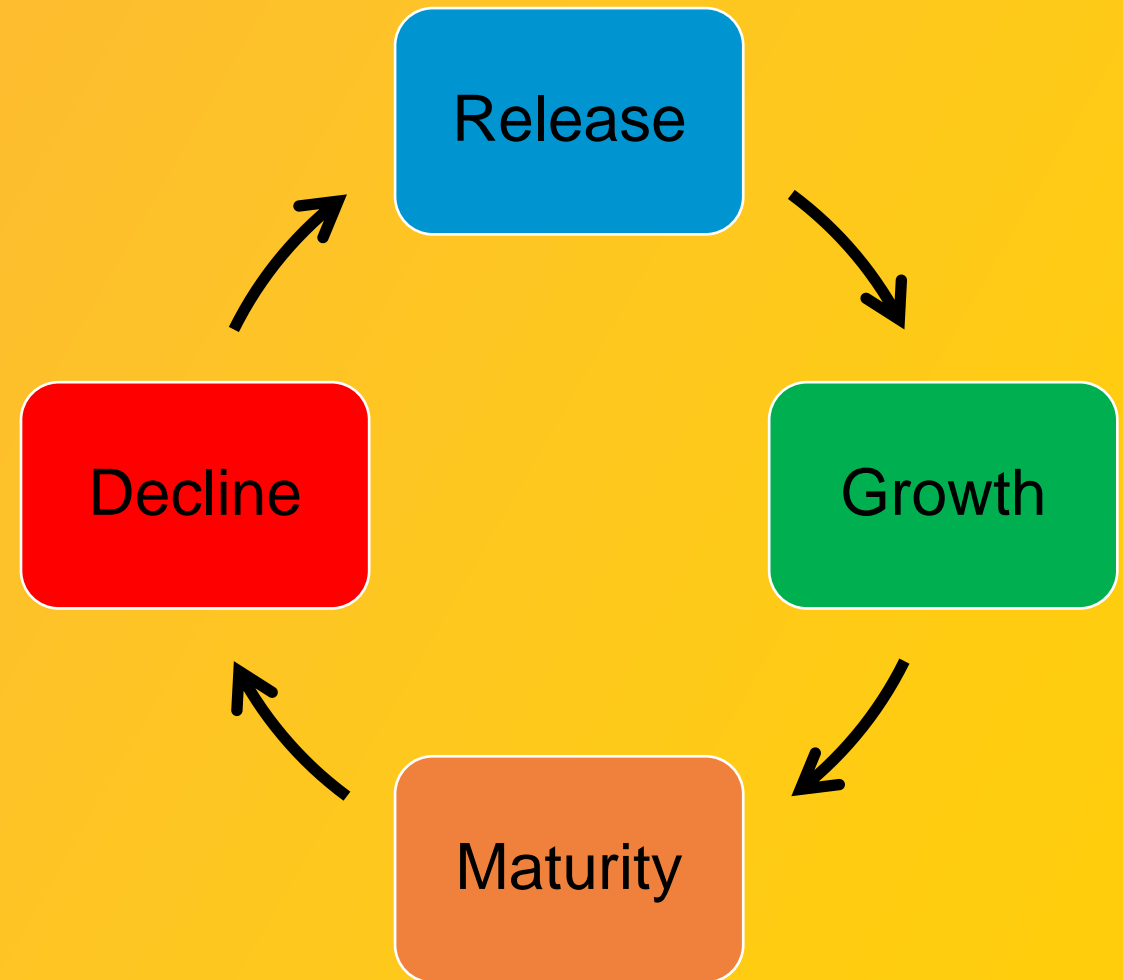
Introduction

- Software Development Life Cycle



Introduction

- Product Life Cycle

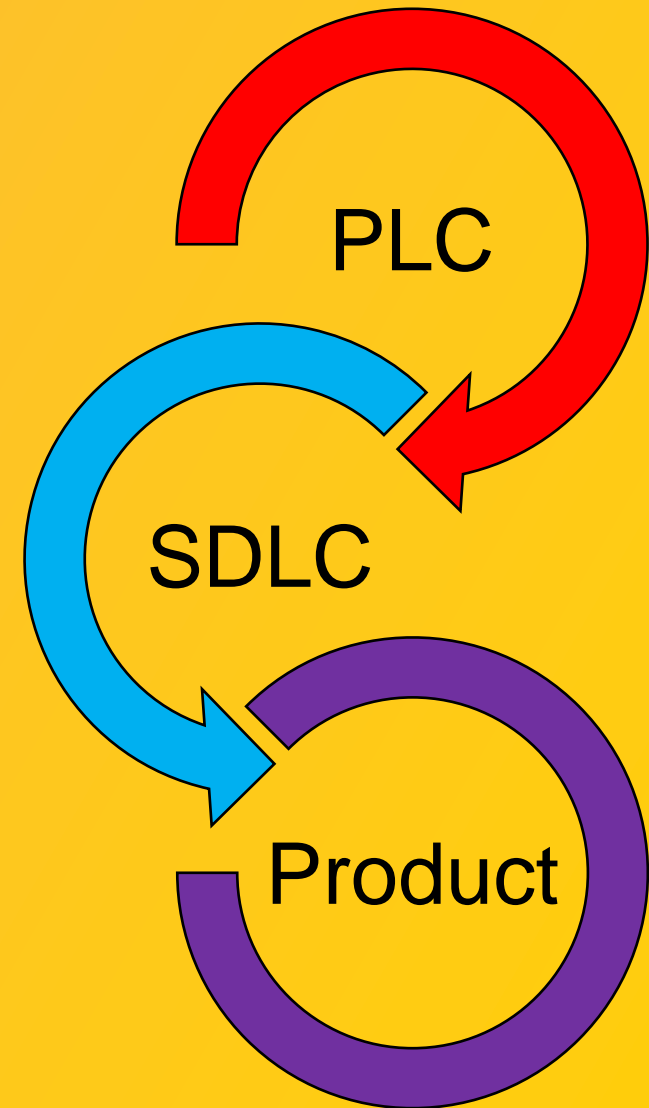


Typical LIMS Development

- Built to last, but not optimized



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Custom Development

- Optimized for today, but not sustainable



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Custom Solution

Product Challenge

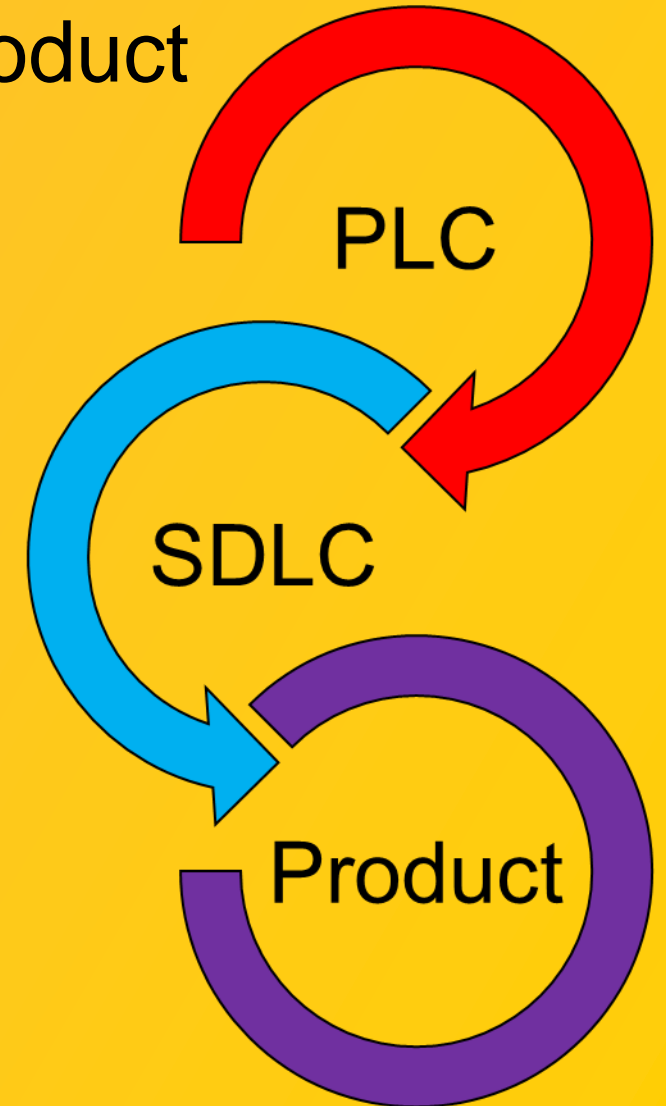
- Field Data Capture application
 - Replace current app that is nearing EOL
 - Not a typical LIMS with users in the lab
 - Must meet existing uses, and drive new growth

Hybrid Approach

- Customer engagement to drive COTS product



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Engagement Strategy

- Identify partners
- Open ended discussion
- See it for yourself
- Establish feedback loop

Execution: Identify Partners

- Existing users
 - Lab and Field (mostly connected)
 - Field only (mostly disconnected)
 - Remote utility labs (always connected)
- Interested users
- Unknown users

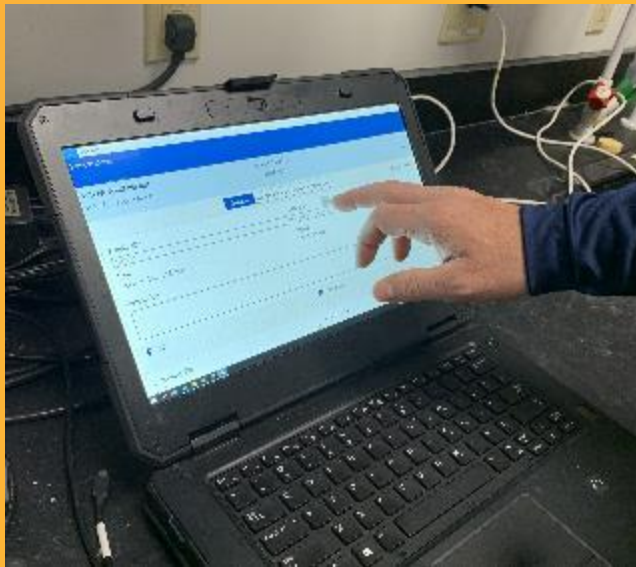
Execution: Open Ended Discussion

- Focus Groups
 - Let the experts collaborate and debate



Execution: See it for Yourself

- Onsite visit
 - South Florida Water Management District



Execution: Establish Feedback Loop

- Make sure you heard what was said
 - Focus group follow-ups
 - Onsite visit follow-up
 - Sprint Review participation

Practical Insights

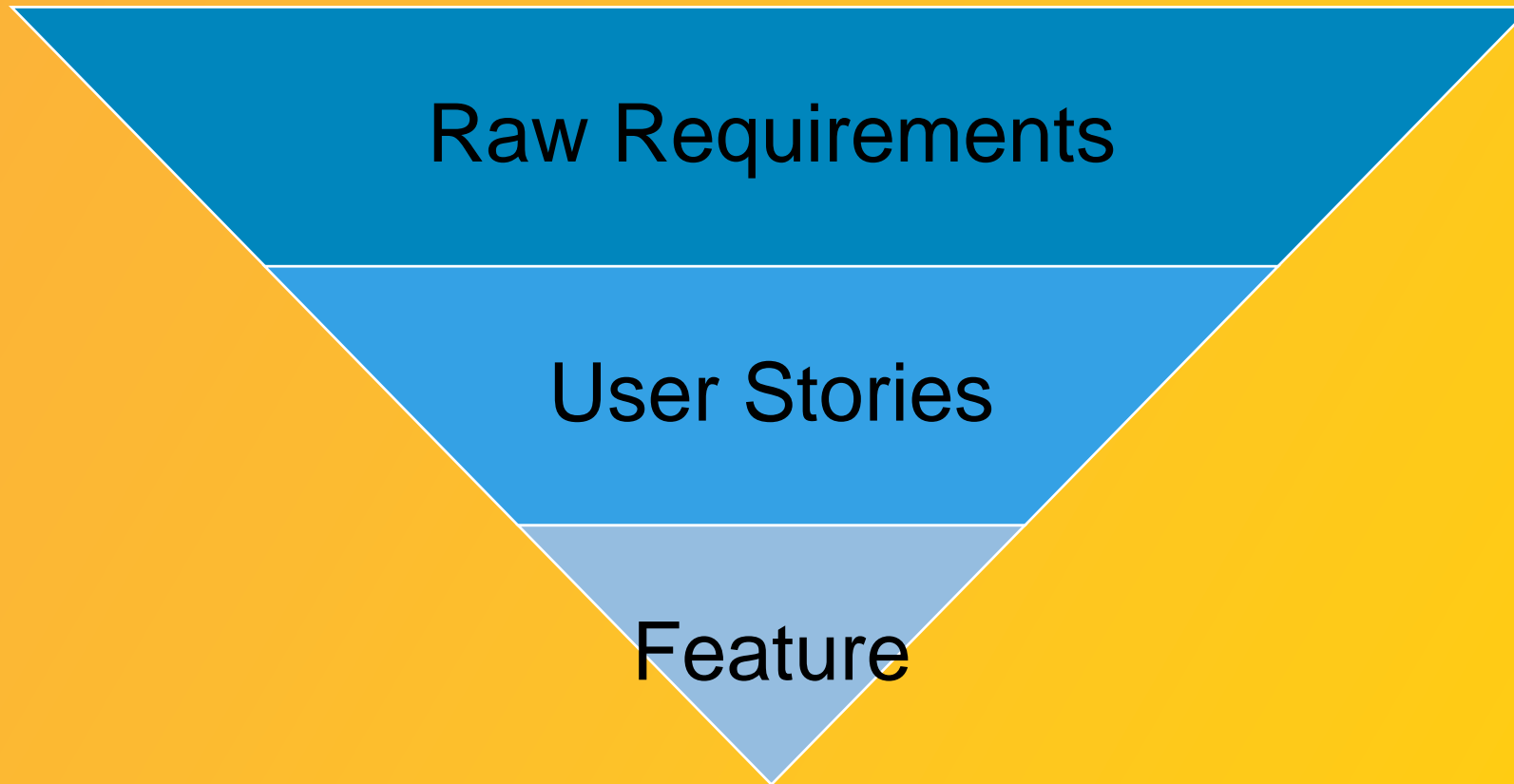
- Identify Partners
 - This takes time
- Open Ended Discussion
 - Low effort, high value

Practical Insights

- See it for Yourself
 - Focus on the edge cases
- Establish Feedback Loop
 - Requires persistence

Challenge: Competing Priorities

- 10 labs = 11 requirements



Challenge: Lab Value Proposition

- How much time/effort does this involve?



Challenge: Lab Value Proposition

- What is the Laboratory ROI?

Investment

Return

Lab Effort (10 hours) 

New Product

- Commercial grade
- Maintained
- Supported
- Documented

Results – Clinisys

- Updated Field Data Capture application

The screenshot displays the Clinisys Field Data Capture application interface. The top navigation bar includes a 'Back' button, a 'Sample Detail' header, and tabs for 'General', 'Photos', 'Containers', 'Field Data', and 'Additional'. A 'Sample Actions' button is located on the right. Below the navigation bar, the sample information is displayed: 'Water Management' (7/11/2023 10:48 AM), 'ABC Water Management' (Benbrook 05-01), and 'Done Legionella Culture'. A 'Previous' and 'Next' navigation bar is also present.

The main content area is titled 'Field pH'. It features two input fields: 'Instrument: *' with a dropdown menu showing 'Hach MP-6p' and 'Run date: *' with a 'Now' button and a date field showing '7/11/2023 10:48 AM'.

Analyte	Results	Units
Hydrazine *	0.1	N/A
pH at 25 °C *	7.5	Units

Below the table, there is a 'Notes:' section with a 'Use Predefined Notes' button. At the bottom, the following information is displayed: 'Labsite - Room 129', 'Matrix - Water', and 'Method - SM 4500H+B Field pH'.

Results - Laboratory

- Features that came directly from Users
 - Landscape vs Portrait, and keyboard accessibility
 - Enhanced color contrast
 - Drag and drop route order
 - Multiple photos associated with a sample
 - Built-in means to handle instrument calibrations

Results - Laboratory

- Features that came directly from Users
 - Spreadsheet-like data entry
 - Pre-defined notes
 - Allow collectors to add/remove tests
 - Sorting of data entry fields
 - Support multiple CoC formats

Lessons Learned

- Collaborative development requires more effort
 - Outreach
 - Focus Groups
 - Feedback
- Collaborative development benefits all parties
 - Make your voice heard!

Questions?
