A photograph of a modern pedestrian bridge with a blue walkway and yellow railings, set against a backdrop of city buildings. The bridge is the central focus, leading the eye towards the horizon. The railings are made of metal with yellow vertical supports. The walkway is a light blue color with a textured surface. In the background, there are several multi-story buildings with windows, some of which are lit up. The sky is a pale blue, suggesting a clear day.

Creating a digital bridge with your clients

David Riese
Director of Public Sector, Promium

Improving the customer experience.

"We want what we want,

and we want it now"

Accelerating the flow

of information. *--Anonymous*



YOUR BANK

Contact Us | Privacy Notice | En Español | How can we help you today? | LOG OUT

My Accounts | Payments & Transfers | Investing | Products & Services | Customer Center

Thursday, January 14,

Welcome

Print | Secure Message Center | Customize Accounts

Last logged on at 11:49 AM ET on 01/09/ | See session summary

EASY TO USE CARD FINDER
Find the card that fits your needs.
Get Started >

Update Debt Card Coverage | Paperless Options | Account Alerts | Pay Bills

What can we do better?

WE'RE LISTENING >

As of your last statement, you can

Redeem for

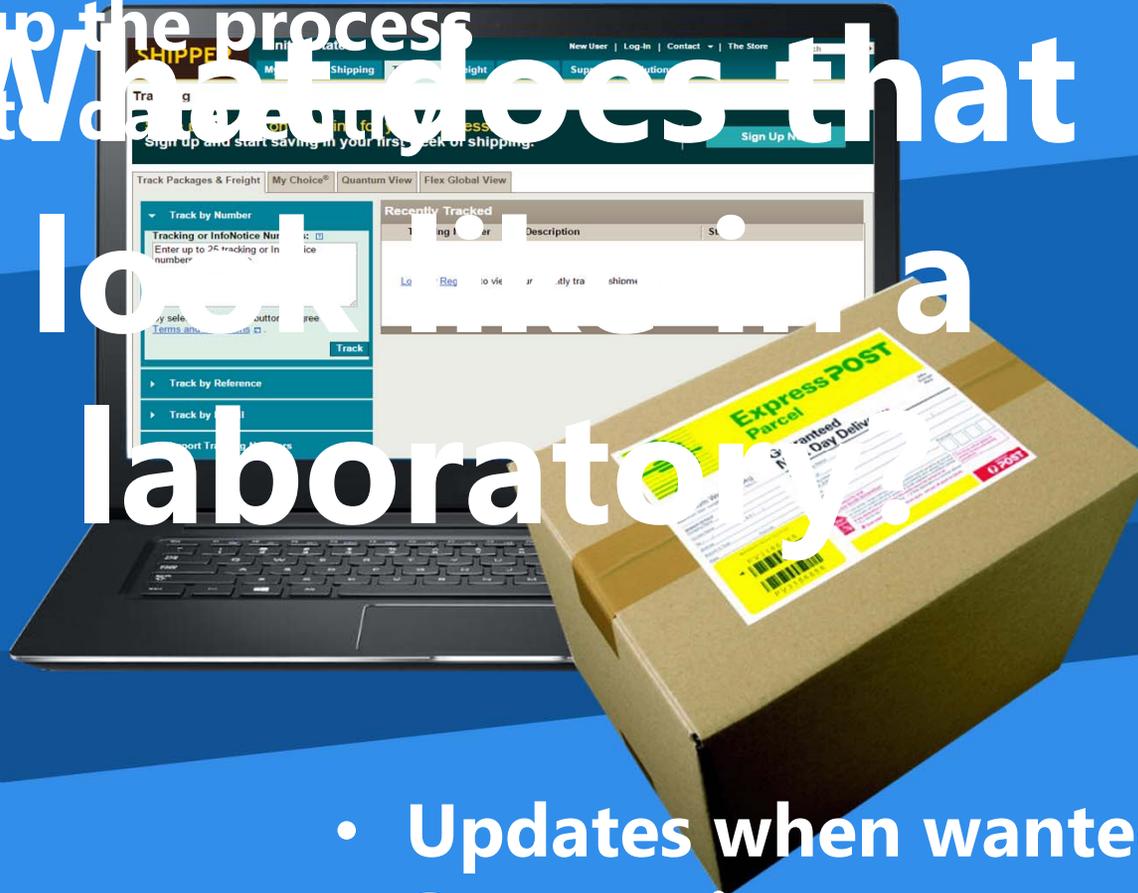
Bank Accounts

Total balance: \$7,862.23

Account	Available Balance	Present
PREMIER PLUS	\$1,726.63	
See activity	See statements	Pay bills
See routing/acco		
PREMIER	\$5,843.4	
See activity	See statements	Pay bills
See routing/acco		
SAVINGS		
See activity	See statements	See routing/acco

- Eliminate paper CoCs
- Speed up the process
- Eliminate data entry

What does that
look like in a
laboratory?



- Updates when wanted
- Save project manager time

Deployment alternatives

- Eliminate paper COCs
- Speed up the process
- Eliminate data entry

Hosted Web Server

Online sample submission

Project status and results

Client

Lab Web Server

LIMS

- Updates when wanted
- Save project manager time

Deployment
alternatives

Configuration
equipment
Quality
Control

Hosted Web Server
What kind of

features do we
need?



Client



LIMS



Online sample submission

- Sample scheduling
 - Review of incoming work
 - Dynamic field data
 - Pre-loaded information
 - Copy existing submission
- What kind of features do we need?**

Online ~~stamp~~ submission

- ## How do we implement?
- Step 1: research & define updates
 - Reports of DDC, including work
 - Export of digital data reports
 - Access to digital history
 - Support & security

Areas of focus

- LIMS Capability
 - LIMS Configuration
 - Data entry
 - Security
 - IT
 - Time
- ## How do we implement?

Deployment factors

- Inertia
 - Personal touch with PM
 - security concerns
- ## How do we convince our clients to go online?

Deployment factors

YOUR LABORATORY **LOGO** PROJECT STATUS AND REPORTS

PRŌMIUM | EnviroChain EA

Sample Submission: Agate Remediation--Monthly ?

Submission Data **Other Data**

Facility

COC number

Tracking number

SDG ID

Shipped via

TAT

Online sample submission

YOUR LABORATORY

LOGO

PROJECT STATUS AND REPORTS

PRŌMIUM | EnviroChain EA

Sample Submission: Agate Remediation--Monthly ?

Sample Data

Location/Well

Other Data

Field Data

Analyses

Containers

Sample name	<input type="text" value="North End"/>				
Alias	<input type="text"/>	Reg ID	<input type="text"/>		
Sampled	<input type="text" value="07/13/2016 10:42"/> <small>📅</small>	Sample began	<input type="text" value="07/13/2016 10:42"/> <small>📅</small>		
Time zone	<input type="text" value="(GMT-08:00) Pacific Time (US & Canada)"/> ▼				
Sample type	<input type="text" value="Grab"/> ▼	Sampled by	<input type="text" value="Plant Personnel"/> ▼		
Matrix	<input type="text" value="Water"/> ▼	Client matrix	<input type="text" value="Water"/> ▼		
Comments	<input type="text"/>				

Online sample submission

YOUR LABORATORY

LOGO

PROJECT STATUS AND REPORTS

PR̄MIUM | EnviroChain EA

Sample Submission: Agate Remediation--Monthly ?

Sample Data	Location/Well	Other Data	Field Data	Analyses	Containers
Depth units	<input type="text" value="Feet"/>	Well depth	<input type="text"/>		
Begin depth	<input type="text"/>	End depth	<input type="text"/>		
Latitude	<input type="text" value="43.1239"/>	Longitude	<input type="text" value="-89.3764"/>		
Elevation	<input type="text"/>				
Casing height	<input type="text"/>	Casing diameter	<input type="text"/>		
Casing type	<input type="text"/>	Gradient	<input type="text"/>		

Online sample submission

YOUR LABORATORY

LOGO

PROJECT STATUS AND REPORTS

PRŌMIUM | EnviroChain EA

Sample Submission: Agate Remediation--Monthly ?

Sample Data

Location/Well

Other Data

Field Data

Analyses

Containers

pH	<input type="text" value="6"/>	Temperature (C)	<input type="text" value="25"/>
Flow (g/min)	<input type="text" value="22"/>	Conductivity (umho)	<input type="text"/>
Residual chlorine (mg/l)	<input type="text" value="0.5"/>	Dissolved oxygen (mg/l)	<input type="text"/>
Turbidity (ntu)	<input type="text" value="20"/>	Total chlorine (mg/l)	<input type="text" value="2"/>

Forecast:

Online sample submission

YOUR LABORATORY

LOGO

PROJECT STATUS AND REPORTS

PRÖMIUM | EnviroChain EA

Sample Submission: Agate Remediation--Monthly ?

Sample Data
Location/Well
Other Data
Field Data
Analyses
Containers

Analysis	TAT	Comments
<input type="checkbox"/> Mark all		
<input type="checkbox"/> Al (Aluminum) - 200.7 - Total	10	<input type="text"/>
<input type="checkbox"/> Fe (Iron) - 200.7 - Total	10	<input type="text"/>
<input checked="" type="checkbox"/> Flow	10	<input type="text"/>
<input type="checkbox"/> Mn (Manganese) - 200.7 - Total	10	<input type="text"/>
<input type="checkbox"/> Solids, Total Suspended (TSS)	10	<input type="text"/>
<input checked="" type="checkbox"/> VOA 8260	10	<input type="text"/>

Online sample submission

YOUR LABORATORY **LOGO** PROJECT STATUS AND REPORTS

PR̄MIUM | EnviroChain EA

Sample Submission: Agate Remediation-Monthly ?

Sample Data | Location/Well | Other Data | Field Data | Analyses | Containers

VOA Vial - 40mL (HCL) (2)

Online sample submission

YOUR LABORATORY  PROJECT STATUS AND REPORTS

#	Project	WOs	Documents	Analyses	Submissions	Number	Description	Location	Lab Manager
1	GW Annual Event	4 ▶	 ▼	5 ▼	3 ▲ 	DC-0003	GW Annual Event	Idaho	DBA456

#	Key				Submitted Cancel Requested	Processed	WO #
1	B093-LAW-518N				09/01/2014 09:32 09/02/2014 07:28		
2	A297-IBX-573Y				10/24/2013 08:49		
3	A256-KBZ-464I				09/13/2013 10:53	09/17/2013	1311701

Project Status and Reports

Online sample submission

YOUR LABORATORY 

PROJECT STATUS AND REPORTS

#	Project	WOs	Documents	Analyses	Submissions	Number	Description	Location	Lab Manager
1	GW Annual Event	4 ▶	 ▼	5 ▼	3 ▲ 	DC-0003	GW Annual Event	Idaho	DBA456

#	Key				Submitted Cancel Requested	Processed	WO #
1	B093-LAW-518N				09/01/2014 09:32 09/02/2014 07:28		
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3	A256-KBZ-464I				09/13/2013 10:53	09/17/2013	1311701

5	Soil Testing	1 ▶			8 ▲				Mike Arnold
---	--------------	-----	--	--	-----	---	--	--	-------------

- Analysis
- Ag (Silver) - 6010 - TCLP
- Ba (Barium) - 6010 - TCLP
- Cd (Cadmium) - 6010 - TCLP
- Cr (Chromium) - 6010 - TCLP
- Hg (7470) TCLP
- Pb (Lead) - 6010 - TCLP
- RCRA Metals - TCLP

Project Status and Reports

YOUR LABORATORY  PROJECT STATUS AND REPORTS

09/10/2014 11:04:34 PR̄MIUM | Element ClientConnect

Compliance Testing::Mary Stead

Samples ▼ ▲ Results ▼ ▲ Flag/Regulatory Limits

Received in last 30 days 60 days 90 days All Custom

Row filter More Sludge Quarterly

<input type="checkbox"/>	WO #	Samples	Results	Documents	Status	Status Date	Received Date
<input type="checkbox"/>	P801004	2 ▼		 ▼	Reported	08/06/2011	01/08/2009
<input type="checkbox"/>	P804002	2 ▼	▼	 ▼	Reportable	06/06/2011	04/08/2009
<input type="checkbox"/>	P807002	2 ▼		 ▼	Invoiced	01/09/2012	08/02/2009

5	Soil Testing	1 ▶	8 ▲		Mike Arnold
---	--------------	-----	-----	---	-------------

Analysis

- Ag (Silver) - 6010 - TCLP
- Ba (Barium) - 6010 - TCLP
- Cd (Cadmium) - 6010 - TCLP
- Cr (Chromium) - 6010 - TCLP
- Hg (7470) TCLP
- Pb (Lead) - 6010 - TCLP
- RCRA Metals - TCLP

Project Status and Reports

WO #	Samples	Results	Documents	Status	Status Date	Received Date
P801004	2 ▲		▼	Reported	08/06/2011	01/08/2009

Sample	Matrix	Sampled	Received	Analysis	Status	Status Date
01-Sludge 3	Soil (Sludge)	01/07/2008	01/01/1980	8270C Phenols	Reported	01/04/2013
				K Total ICP 6010	Batched	01/04/2013
				Solids, Dry Weight	Reported	08/06/2011
02-Sludge 4	Soil (Sludge)	01/07/2008	01/01/1980	8270C Phenols	Reported	08/06/2011
				K Total ICP 6010	Batched	06/07/2011
				Solids, Dry Weight	Reported	08/06/2011

PRŌMIUM | Element ClientConnect

Received Date

WO #	Samples	Results	Documents	Status	Status Date
P801004	2 ▼		▼	Reported	08/06/2011
P804002	2 ▼		▼	Reportable	06/06/2011
P807002	2 ▼		▼		

Sample	Laboratory	Analysis	Matrix	Analyte	Units	Rep Limit	Result	Qualifiers
01-Sludge 3	Promium	8270C Phenols	Soil (Sludge)	1,4-Dichlorobenzene	ug/kg dry		0.00	
01-Sludge 3	Promium	8270C Phenols	Soil (Sludge)	2,3,4,5/2,3,4,6-Tetrachlorophenol	ug/kg dry		ND	
01-Sludge 3	Promium	8270C Phenols	Soil (Sludge)	2,3,5,6-Tetrachlorophenol	ug/kg dry		ND	

Project Status and Reports

WO #	Samples	Results	Documents	Status	Status Date	Received Date
P801004	2 ▲					
Sample	Matrix					
01-Sludge 3	Soil (Sludge)	01				
02-Sludge 4	Soil (Sludge)	01				

Standard CSV*

- Wrk
- Client
- ClientInfo
 - ClientCode
 - Project
 - ProjectNumber
 - ProjectPONumber
 - ProjectManager
 - MasterProject
 - ClientType
 - ProjectType
 - ProjectLocation
 - Invoice
- InvoiceClientInfo

Status Date	Rep Limit	Result	Qualifiers
08/06/2011		0.00	
06/06/2011			

01-Sludge 3	Promium	8270C Phenols	Soil (Sludge)	2,3,4,5/2,3,4,6-Tetrachlorophenol	ug/kg dry		
01-Sludge 3	Promium	8270C Phenols	Soil (Sludge)	2,3,5,6-Tetrachlorophenol	ug/kg dry		

Project Status and Reports

Sludge Z1

Analysis	Analyte	Units		04/15/2008 P804004-01	03/31/20 P803003-
8270C Phenols	2,3,4,5/2,3,4,6-Tetrachlorophenol	ug/kg	<input checked="" type="checkbox"/>	0.00	
8270C Phenols	2,3,5,6-Tetrachlorophenol	ug/kg	<input checked="" type="checkbox"/>	0.00	
8270C Phenols	2,4,6-Trichlorophenol	ug/kg	<input checked="" type="checkbox"/>	14300	1
8270C Phenols	3,4,5-Trichlorophenol	ug/kg	<input checked="" type="checkbox"/>	0.00	
8270C Phenols	3,4-Dichlorophenol	ug/kg	<input checked="" type="checkbox"/>	0.00	
8270C Phenols	2,5-Dichlorophenol	ug/kg	<input checked="" type="checkbox"/>	0.00	

- MasterProject
- ClientType
- ProjectType
- ProjectLocation
- Invoice
- InvoiceClientInfo

Sample Wastewater 1
 Analysis Cr Diss ICP 200.7
 Analyte Chromium
 Units ug/L

04/01/2008 11.0
 03/03/2008 13.0
 Mean 12
 2-Sigma 2
 3-Sigma 3



Building a digital bridge Project status and Reports with your clients

Analysis	Analyte	Units	04/15/2008 P804004-01	03/31/20 P803003-
8270C Phenols	2,3,4,5/2,3,4,6- Tetrachlorophenol	ug/kg	<input checked="" type="checkbox"/>	0.00
8270C	2,3,5,6-			

Improving the customer experience.
Accelerating the flow of information.



QUESTIONS?

David Riese
Director of Public Sector

driese@promium.com
425.408.3800

WWW.PROMIUM.COM