

One of the largest laboratory services organizations in the United States, with a footprint spanning hundreds of sites and thousands of employees. Like many organizations of its scale, this lab's use of quality systems evolved locally over time—more than 80 separate accounts reflected site-level decision making rather than a coordinated enterprise strategy.

200+

Sites

Standardized on Vastian

20K+

Users

Document Control & IQE

80 → 1

Accounts Consolidated

Enterprise model

The challenge

That decentralized model worked until the cost of complexity became undeniable:

- **Redundant processes built independently across sites**
- **Limited visibility into systemwide quality performance**
- **Significant administrative burden managing variation at scale**
- **Difficulty scaling consistent practices across the network**

The decision

With new quality leadership in place in 2024, a VP of Quality already familiar with MediaLab's capabilities and value proposition, they made a deliberate enterprise-level decision: standardize the entire organization on MediaLab by Vastian's Document Control and IQE.

This was not simply a technology decision. It was an operating model shift.

The outcome

Rather than managing quality site-by-site, this laboratory established:

- **A consistent framework for policies and document control across 200+ sites**
- **A standardized approach to quality events and investigations**
- **A unified view of compliance and performance across the enterprise**

The result is not just efficiency. It is control at scale—the ability to understand, manage, and improve quality across the entire organization without relying on fragmented local systems.