MediaLab
by vastian

CASE STUDY

A decade-long relationship evolving from a single site to full health system standardization.
A large, mission-driven health system operating across the Southeast began their relationship with MediaLab began in 2014. For nearly a decade, the organization benefited from the platform at a site level, but the enterprise opportunity remained unrealized.

100+
Sites
And growing in 2026

4K+
Users
Across 90+ facilities

2014
Customer Since
10+ year relationship

The challenge

Prior to standardization, they relied heavily on fragmented, paper-based processes across their facilities. Operating in a decentralized manner meant:

- **No single source of truth for policies and procedures**
- **Manual tracking of competencies and training records**
- **Inconsistent inspection readiness across sites**
- **Significant duplication of effort as the network grew**

The shift

In 2024, they made the decision to standardize across 90 facilities and over 4,000 users. The platform that had served them at one site became the enterprise backbone for laboratory quality management.

In 2025, the rollout continued—expanding to additional sites and applications. Today, the organization is standardizing across more than 100 sites with further application and user expansion underway.

The outcome

What began as a local implementation is now a system-level quality infrastructure.
Their journey illustrates a pattern common among MediaLab's largest customers: organizations that start with one site, experience value firsthand, and eventually choose to extend that model across the enterprise.

The paper-based, fragmented processes that preceded standardization have been replaced with a coordinated, auditable, scalable quality system.