

TESTIMONIAL



INUVI DIAGNOSTICS

A HIGH THROUGHPUT ACTIVITY REQUIRES A HIGH PERFORMANCE LABORATORY INFORMATION MANAGEMENT SYSTEM

Inuvi are a pioneering health data and insight company, delivering a diverse range of services through health assessments and phlebotomy, all made possible thanks to their state-of-the-art laboratory in Churcham, near Gloucester.
To ensure the reliable operation of this high-throughput laboratory, Inuvi chose TECHNIDATA's TDNexLabs solution in August 2023, after a competitive tender process. By working together not only to configure TDNexLabs to Inuvi's specific needs but also to respond to their range of external test requesting methods, the laboratory successfully went live in December 2024.
Five months down the line, we talk to the key people involved in the procurement and implementation processes to understand what motivated their choice of both the TDNexLabs LIMS and TDMind, TECHNIDATA's integrated web-based middleware solution.

Tony Urwin
Managing Director – Inuvi Diagnostics

I'd like to set the scenes about who we are, and why TECHNIDATA was the partner for us.

INUVI are a health data and insight company, rather than a traditional pathology lab. The people whose samples are processed in our lab are not usually unwell but are instead undergoing screening for wellbeing or fertility purposes, or for curiosity, or even for corporate and legal reasons like drug testing. I'll use the term "patient" to mean the person undergoing testing, but for us, they are the end customers.

Our business is growing rapidly, and our direct customers are the hundreds of different requesters who send us their patients' samples. These requesters can be private doctors, insurance companies, or private screening companies like our own Inuvi Diagnostics business. Each requester has their own test ordering profiles because even something as simple as a full blood count can differ from one requester to the next. This business is price-driven, and patients are often known to multiple requesters because they choose whichever company is offering the tests they need at the best price. This a complicated situation to manage, because not only is it vital that the results are returned to the patient, we must also ensure we manage the needs of our requesters.

We also have specific requirements relating to billing, which are made more complicated due to all the different requesters and the nuances of our contractual agreements.

"We knew we needed a proven, flexible, and scalable solution like TDNexLabs to run our expanding laboratory business"

As you can see, our situation is somewhat different to a traditional NHS hospital-based lab. For this reason, we knew we needed a proven, flexible, and scalable solution like TDNexLabs to run our expanding laboratory business. We also knew that a reliable LIMS partner like TECHNIDATA was an essential part of the process to change our legacy LIMS, to respect our requirements for reliability, interoperability, and confidentiality.

Tim Woolley
Chief Scientific Officer – Inuvi Diagnostics

Following on from what Tony said, we have gone from doing a few thousand tests per day a couple of years ago to upwards of 40,000 tests per day today. From an operational standpoint, we therefore needed a LIMS that was capable of meeting these needs.

Like any modern lab, interoperability was key for us because whichever LIMS solution we chose had to be able to interface with larger existing instrumentation and middleware, whilst also being able to interface with some of our smaller equipment. **[TD]Mind offers that interoperability, so it was another major bonus of using TECHNIDATA.**

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We also wanted to limit the on-site IT infrastructural costs, without it affecting data security, connectivity, or uptime. [TD]NexLabs is Cloud-ready*, so in collaboration with AWS, we also benefit from advanced privacy measures, comprehensive data storage and redundancy, and secure data integrations.

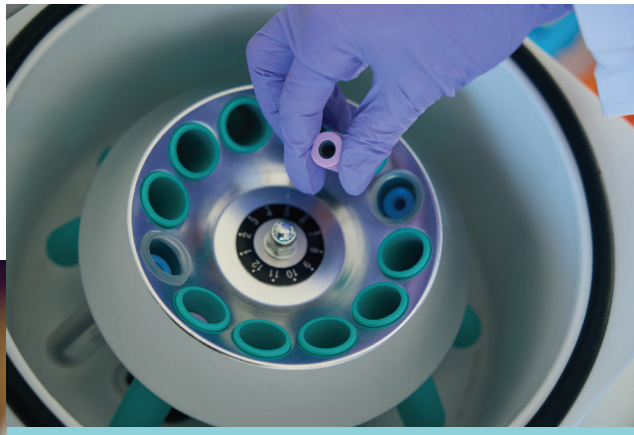
Although we are much smaller than most NHS labs, we still have the same expansive repertoire, and the same need to meet the latest ISO 15189 standards, so user acceptance testing still had to be completed to the same level of detail.

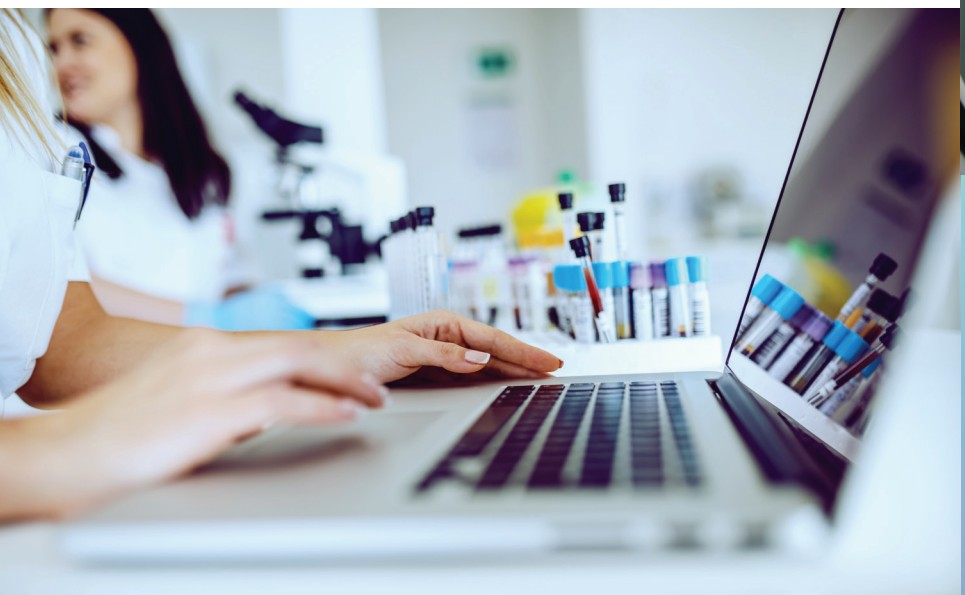
The responsiveness of the Technical and R&D teams to our needs made this process far easier than I had expected. We also requested a bespoke booking-in solution for our QR code and HL7 ordering process. There's some clever stuff going on in the background, but for our users, it's simple, fast, and it works! **It's so quick that we occasionally have had bottlenecks with too many requests pending in production, whereas in the past, TAT issues usually came from problems with booking in.** Since going live, we have continued working with the R&D team on the improvement process, making a number of post-go-live enhancements, which have again improved the process flow.

When it comes to Clinical Validation, we use the system logic to deal with the requests, further limiting any human intervention. Likewise, TECHNIDATA has helped us develop several complex rules-based processes, further reducing hands-on time by the scientific staff.

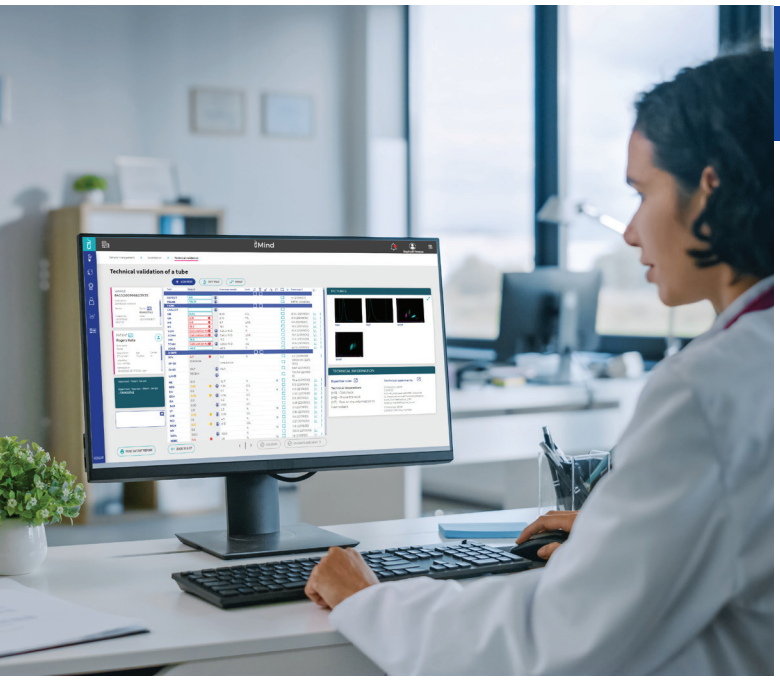
Five months down the line from Go Live, I can see that using TECHNIDATA solutions has improved our efficiency, and for that, we also need to mention the training that helped us get to this stage. The training offered was tailored exactly to our needs and addressed the different profiles of users of [TD]NexLabs in particular. I really appreciated the willingness of TECHNIDATA's people to make sure that we understood how the system works so that we can be autonomous in the future.

"[TD]NexLabs is Cloud-ready, so in collaboration with AWS, we also benefit from advanced privacy measures, comprehensive data storage and redundancy, and secure data integrations"*





** [TD]NexLabs connects cloud-based servers like AWS.*



Mark Long
Chief Technology Officer – Inuvi Diagnostics

From the implementation side, the TECHNIDATA team did a lot of the hard work deploying TDNexLabs and TDMind. **We felt well supported by everyone, from the initial sales contacts to the marketing and R&D groups** involved in specifying and developing the specific feature we needed, and then implementation.

As Tony and Tim have already said, our business is about processing samples on interfaced instrumentation and producing/dispatching results to the right requester. We had an additional requirement, though, in that Inuvi already used AWS to host our infrastructure, so the LIMS had to be deployable in this way too. **We were delighted that TECHNIDATA could accommodate this need, as it very much simplified our work to keep our corporate infrastructure running efficiently and securely.**

"We felt well supported by everyone, from the initial sales contacts to the marketing and R&D groups involved in specifying and developing the specific feature we needed, and then implementation"

Tony has already mentioned billing, but my team are also involved in producing management and operating statistics and for that, **we are now working on integrating TDBusiness Intelligence.** We have our own data analyst in Inuvi so we may not need the TECHNIDATA reports, but our team are impressed by the way the vendor-agnostic ETL and data model have been designed: the solution is logical and powerful. **This is an ongoing project, but I have every confidence it will bring good results.**

INUVI

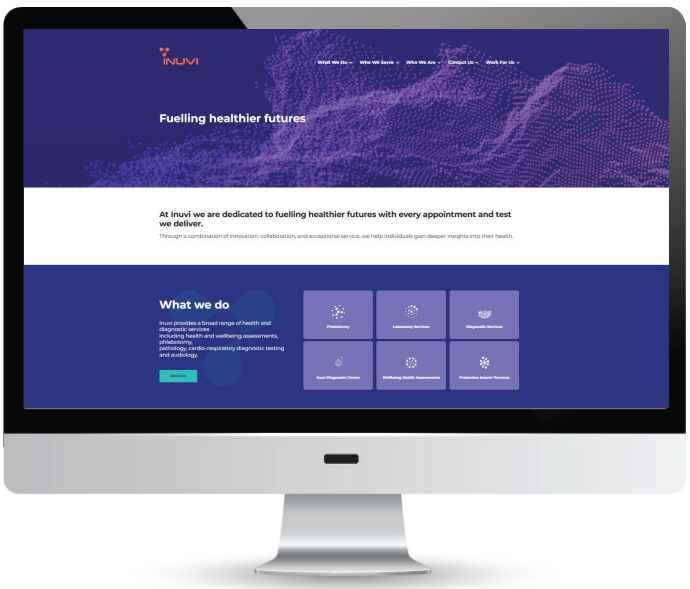
Dedicated to fuelling healthier futures with every appointment and test we deliver.

over 100,000
health assessments and home phlebotomy appointments across the UK and Ireland

over 4 million
blood tests at our state-of-the-art medical laboratory

over 200,000
Echocardiograms (ECGs) for NHS and independent healthcare providers

Further information: www.inuvi.co.uk



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