CASE STUDY

Health System Streamlines Roche Navify Upgrade with Cymetryc

A small LIS team consolidates documentation and accelerates testing, achieving a smooth go-live with minimal issues.



EXECUTIVE SUMMARY

From Scattered Spreadsheets to Confident Go-Live

When an integrated health system in northwest Indiana prepared for a Roche Navify middleware upgrade, its small LIS team needed a better way to manage software verification. Existing processes relied on multiple documents, screenshot collections, build worksheets, test compendia and other disconnected files, making testing difficult to organize and even harder to document consistently.

With Cymetryc, LIS Manager Laura Carron and her four-person team consolidated testing into one cloud-based platform. Cymetryc auto-generated hundreds of test cases from Roche wet testing guidelines, guided analysts through execution, simplified screen capture and supported issue logging directly from the point of testing.

The project went live smoothly with only 18 minor issues and no critical issues. Just as importantly, the team gained a repeatable validation process they could carry forward into future lab upgrades, instrument implementations and other testing initiatives.

Small LIS Team

4 analysts supporting lab informatics across 2 hospital campuses

Testing Volume

~500 Roche Navify test scripts organized and executed in Cymetryc

Go-Live Outcome

18 minor issues, no criticals and a smoother transition to production



> **“It’s easy enough to use Cymetryc, you don’t need a lot of training. Clicking on the camera icon was easy for taking snapshots. They just uploaded automatically to the Cymetryc platform. That was it!”**
>
> **— Laura Carron, LIS Manager**

THE CHALLENGE

A Small Team Overwhelmed by Manual Testing

Laura Carron's small LIS team was responsible for managing laboratory informatics across two hospital campuses with limited resources and outdated testing tools. Their process depended on multiple documents, screenshot collections, build worksheets, test compendia and chargemaster forms, with no unified way to organize testing, capture evidence or monitor progress.

Disconnected Documentation

Screenshots, build worksheets, test compendia and chargemaster forms were scattered across locations with no single source of truth.

No Standardized Testing Format

Translating testing strategy into a clear, repeatable format for analysts to follow across two campuses was difficult without a pre-configured structure.

Manual Evidence Capture

Collecting and organizing screenshots from Roche Navify and the LIS during wet testing was time-consuming and prone to gaps in documentation.

The Core Problem

The Roche Navify middleware upgrade required approximately 500 test scripts across two campuses, each with different instrument configurations. Without a centralized testing platform, the team risked missed test cases, inconsistent documentation, delayed issue resolution and limited visibility into overall progress.

Laura needed a way to turn a complex testing effort into a repeatable process her analysts could follow independently, while still giving leadership confidence that testing was complete, documented and ready for go-live.

The team needed one place to organize scripts, capture screenshots, track issues and produce clear go-live documentation.

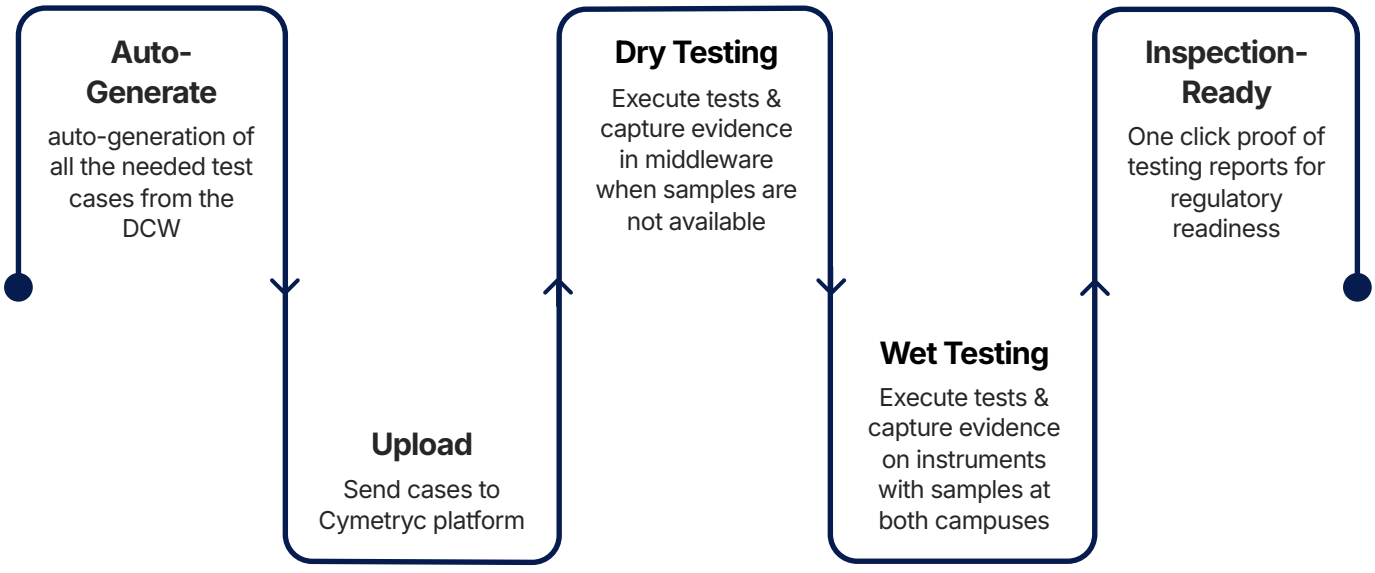
THE PROJECT

How Cymetryc Powered the Roche Navify Upgrade

The health system upgraded from Roche Infinity v3.03 to Navify v3.06, making this the team's first Cymetryc project. Roche supplied wet testing guidelines, which Cymetryc used to automatically generate hundreds of test cases and scripts. These were uploaded into the health system's Cymetryc instance, where Laura Carron and her team accessed them to document verification and validation testing across both campuses.

The team used two Roche Cobas 8000s at one campus and two Roche Cobas 6000s at the other. Analysts performed wet testing onsite using actual specimens, while Laura used Roche's customer testing tool for difficult scenarios where a specimen could not easily trigger a specific rule, range or delta. Cymetryc became the central place to capture evidence from Roche Navify, the LIS and supporting test tools.

Cymetryc gave the team a pre-configured testing structure that saved weeks of planning and gave analysts a clear format to follow across both campuses.



RESULTS & IMPACT

A Smoother Go-Live with Fewer Issues

18

Minor Issues Only

Zero critical issues at go-live — compared to a prior project that required 10 days of serious cleanup

4x

Faster Validation

Laura estimated the overall verification and validation phase would have taken four times as long without Cymetryc

2x

Faster for Difficult Scenario Testing

Combined with Roche's tool, difficult scenario testing was completed twice as fast

500+

Test Cases Generated

Auto-generated from Roche's data collection worksheet, saving weeks of manual planning

✓ Smooth Go-Live

Only 18 minor issues, no criticals and no extended cleanup period.

✓ Weeks of Planning Saved

Pre-configured structure and auto-generated test cases optimized what to test and how analysts should execute it.

✓ Real-Time Issue Tracking

Analysts logged failures directly from the testing screen with screenshots and details attached.

✓ Future-Ready Quality Assurance

The team now has a repeatable process for lab upgrades, analyzer implementations and additional validation work.

> **"Cymetryc is a Cadillac product. I don't know how we have managed without it. It's really the future of laboratory testing. It is really a gift for us and I want to exploit that gift as much as I possibly can."**
> **— Laura Carron, LIS Manager**

NEXT PHASE

Expanding Cymetryc Across All Lab Projects

With the Roche Navify project complete, Laura Carron and her team plan to expand Cymetryc across additional laboratory validation work, including new order code build, calculation validation, autoverification, middleware validation and new instrument implementations.

For Laura, the value is not limited to faster testing. Cymetryc gives the team a centralized way to coordinate work across departments, document every failure and retest, support lab operations review and produce a clear audit trail for quality improvement.

> ***"With different departments involved, Cymetryc will help me centralize the process and the communications between them, track that all of the tasks were completed and give me nice clear documentation of when everything was completed."***
>
> **— Laura Carron, LIS Manager**

New Test Plans

Order code build, calculation validation, autoverification and middleware validation will move into Cymetryc.

New Instruments

Lab operations team will use Cymetryc to review & approve testing results,with required screenshot captures.

Stronger Audit Trail

Failures, fixes and retesting will remain documented instead of being removed from the final record.

Ready to Simplify Your Validation Process?

See how Cymetryc can help your team streamline testing, evidence capture and inspection-ready reporting.

🌐 Learn More

cymetryc.com

📞 Call Us

970-422-7000

✉️ Schedule a Demo

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