

Global LIMS Rollout for a Specialty Chemical Manufacturer

Specialty Chemicals · August 15, 2026 · Matt Citardi

PLATFORM

WinLIMS

SCOPE

7 countries, 6 languages, 150+ concurrent users

ROLE

Vendor PM, owning the full implementation lifecycle

LONGEVITY

Still in production, 20+ years later

01 / CLIENT SNAPSHOT

A global specialty chemical manufacturer needed a single laboratory information management system to standardize sample management, product release, and quality reporting across seven countries, replacing site-specific ways of working with one connected platform tied into MES and SAP. I managed this engagement as Vendor PM during my tenure at QSI, prior to its acquisition and transition to Confience, leading the effort from the initial demo and prototype design through implementation, localization, and go-live.

Before this project, the company ran quality operations on a mix of paper records and uncontrolled Excel workbooks. Product releases and inventory updates were entered into the ERP system manually, and there was almost no visibility into data across sites, so one location had little insight into how another was operating or performing.

02 / THE CHALLENGE

Standardizing a LIMS across a multinational organization is rarely just a technical exercise. This project had to account for:

- Language and localization across English, Portuguese, Italian, French, and Chinese deployments
- Site-level variation in workflows and requirements that still needed to fit inside one global system design
- Regulatory and quality-critical processes, since the system directly controlled Certificate of Analysis generation and product release
- Integration complexity, with WinLIMS interfacing directly with the company's MES and SAP environments
- Scale, supporting 150+ concurrent users across sites with different regulatory contexts and operating rhythms

03 / APPROACH

As Vendor PM, I worked directly with each site to gather requirements on-site, rather than relying solely on remote discovery, which surfaced local nuances that a purely centralized requirements process would have missed. Each site's specific needs were then reconciled against the global system design, so the rollout delivered a consistent core platform without forcing every site into a one-size-fits-all configuration that ignored local realities.

Beyond requirements and design, I directly managed the development team throughout the build, ensuring specifications were interpreted correctly as they moved into code and making adjustments in real time when implementation details didn't quite match what a site actually needed. That hands-on oversight kept gaps from surfacing late, in UAT or after go-live, where they're far more expensive to fix.

Core scope included:

- Full end-to-end sample management configuration
- Specification management and cross-product grading logic
- Controlled COA generation and product release workflows
- CAPA functionality for investigations
- Interfaces to the internal MES and SAP systems
- 100+ custom Crystal Reports templates supporting site- and region-specific reporting needs
- Customization scoping and documentation
- System testing and validation
- On-site training delivered in every country in scope
- Ongoing break-fix support across the full system lifecycle

04 / RESULTS

- 28% reduction in product release time, driven by automated, rules-based release logic in place of manual review
- Consistent product release performance across all sites and grade variants, since release decisions ran through the same validated logic rather than varying by site or reviewer
- Lower demurrage costs, a direct downstream effect of releasing product faster and more predictably
- One global system for QC and release that still accommodated local specifications for multiple grade variants, so standardization didn't come at the expense of site-specific product requirements
- Several sites reached fully paperless quality operations, retiring the paper records and uncontrolled Excel workbooks the company relied on before

The rollout delivered a single, validated LIMS platform running across seven countries in six languages, replacing fragmented local processes with one system for sample management, release, and reporting, while still respecting the individual requirements of each site. The 28% cut in release time, and the demurrage savings that followed from it, were the clearest proof that standardization and local flexibility weren't mutually exclusive. For some sites, the rollout went further still, moving quality operations to 100% paperless.

Case Study (continued)

Twenty years later, the system is still in production at the client, a testament to how well the original design held up against two decades of evolving product lines, regulatory change, and site-level growth.

Why It Mattered

Multi-country LIMS rollouts fail more often from underestimating localization and site-level variation than from the underlying software itself. Reconciling global standardization with local requirements, in language, workflow, and regulatory context, was the core challenge of this engagement, and it's the same tension I help clients navigate on every multi-site implementation. Here, that balance translated directly into the bottom line: faster, more consistent product release and measurable savings on demurrage costs.