



Agilent Case Study: Siegwerk

Siegwerk achieves productivity and cost benefits with modernized chromatography data system

Agilent
OpenLab

Headquartered near Cologne, Germany, Siegwerk is a leading international manufacturer of printing inks and solutions for packaging, labels and catalogs. With more than 180 years of experience, Siegwerk offers profound product knowledge and expertise covering many printing methods.

Siegwerk's global production and service network provides businesses with consistently high quality basic colors and varnishes which are manufactured in a standardized process at 15 "Centers of Excellence" around the world. To achieve consistent product quality, high attention is paid to the quality of raw materials and intermediate products. In more than 50 Blending Centers, Siegwerk ensures its printing inks meet individual customer requirements.

Choosing a networked CDS to monitor and control all analytical instruments in the lab

Siegwerk's analytical laboratory plays a key role in supporting new product development, troubleshooting manufacturing problems, and ensuring raw materials and final products are of outstanding quality and safety. However, achieving these goals in a multivendor instrument environment was challenging. The different manufacturers' systems were not connected, making it difficult to bring data together for integrated access, reporting, and storage.

The solution was Agilent's OpenLab CDS EZChrom Edition. This solution allowed Siegwerk to control multiple instruments and to centrally store, process and access data generated—using only one software interface and fewer PCs. With multivendor instrument control, the lab was able to continue to use existing instruments and integrate their data. Furthermore, the system allowed staff to access data from anywhere on the network, enhancing productivity.

"Agilent helped us realize our dream of a standardized, networked lab. We had a really professional team on our side to guide us in the deployment of our client/server system. Now we have taken a big step into the digital 21st century!"

Dr. Dieter Franke
Head, Analytical Services
Siegwerk

Benefits realized

- Reduced response time to clients by 80% while doubling the number of samples completed
- Used existing lab assets
- Saved substantial time managing software and training staff
- Organized and centrally stored multivendor data for rapid access, processing, and reporting
- Maximized staff efficiency with instrument control and data access from anywhere on the Internet
- Minimized number of PCs needed, reducing maintenance and bench space costs

The situation

Siegwerk's lab uses more than 30 chromatography instruments from five different vendors. Each instrument was controlled by either a standalone integrator or isolated workstations which used software from different vendors. Data generated by these systems were in different formats and scattered among the isolated workstations, making it difficult to access, manage, and merge for reporting and storing. Replacing instruments that were working well, and a good fit with the applications performed, would be too costly.

Dr. Dieter Franke, head of the analytical services lab, and Alexander Lichtenberg, team leader, realized that to meet quality and productivity goals, they would need to address this situation by standardizing their chromatography software and networking the lab's systems. The first step was to migrate the instruments from integrators to PC-based control and to switch from direct connections between the GCs and computer workstations to LAN-based client/server system connections. In collaboration with their IT department, a new forward-looking LAN-infrastructure was implemented. However, the next step proved troublesome. Initial attempts to implement a networked CDS solution from other vendors were unsuccessful, due to the lack of assistance provided.

The solution

After discussing this dilemma with the Agilent sales team, Dr. Franke and Lichtenberg decided to deploy the OpenLab chromatography data system in a client/server configuration. The ability to control multivendor instruments in a common software environment enabled the lab to use one software to control all of their instruments with fewer PCs. In addition, the lab appreciated the confidence of a proven solution deployed in many labs around the world, and the help of Agilent's experienced service and support team to ensure its successful implementation

"The Agilent solution works. Everything will be on the OpenLab system eventually. We can keep our old instruments or buy the new ones we like"

Dr. Dieter Franke
Head, Analytical Services
Siegwerk



The result: substantially more productivity, lower costs

The OpenLab solution provides Siegwerk with several advantages. It allows the lab to use one software to control their existing instruments, as well as any instruments they may add in the future, as their applications dictate. Because the system can control instruments with a centralized server, Siegwerk is also able to reduce the number of PCs and their associated costs, such as maintenance and bench space. By adopting a single software product for their multivendor instrument environment, the lab also saves substantial time managing and updating software, and training staff.

The solution also provides secure Internet access, allowing Dr. Franke and his staff to control instruments and access data from anywhere. Reliability and remote access make it possible to set up a sequence, monitor its progress, and process and review data from the office or at home. With remote access, there is no downtime waiting to use a dedicated instrument data system.

Previously the lab used a USB flash drive to share data. Now with the ability to gather and store data on the server, it's much easier to share the data produced by various instruments for reporting and other uses. This capability promises to help the lab more rapidly identify and solve manufacturing and quality problems.

The result: smooth system deployment

Deploying and adopting the CDS system was fast and easy with the help of the Agilent services team. Prior to installation, Agilent provided detailed information about the proposed system's server and other IT requirements. With the appropriate equipment in place, the system was up and running immediately, with minimal downtime.

“With OpenLab, I can go to the office or the lab station and program a sequence, and then do the calculations and interpretation elsewhere using my tablet. It's so fast. It's awesome.”

Alexander Lichtenberg
Team Manager Analytical Service,
Siegwerk



Agilent Open Instrument Control Standard

Agilent pursues an open-systems strategy for laboratory informatics to maximize customers' productivity, and to protect their investment in laboratory systems and the results they produce. This open-systems approach frees customers to select the best hardware and software for their needs. Agilent continues to integrate a full complement of multivendor GC and LC instruments into its OpenLab software suite in collaboration with other manufacturers.

Learn more about the
OpenLab Software Suite:
www.agilent.com/chem/openlab

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