



## Sample Master® LIMS Meets Data Management Needs at Suffolk Department of Public Utilities

Efficient data storage is just one major LIMS benefit.

### Organization Profile

The City of Suffolk is situated in Virginia's Hampton Roads region and is part of the Norfolk/Virginia Beach/Newport News Metropolitan Statistical Area. The City's Department of Public Utilities is responsible for the operation, maintenance, and expansion of the City of Suffolk's water and sanitary sewer systems and serves more than 94,000 residents. Its primary mission is to ensure the delivery of potable water and that the collection of wastewater meets all state and federal regulations. The City's water and sanitary sewer system consists of more than 420 miles of water mains and 309 miles of sanitary sewer collection mains, and is supplied by potable water from the City's G. Robert House Water Treatment Plant and the City of Portsmouth Water Treatment Plant.

The City's Water Quality Division ensures all potable water produced is in compliance with State and Federal regulations. This Division also operates the Water Quality Laboratory. The Water Quality Laboratory is currently housed at the G. Robert House Jr. Water Treatment Facility and is a certified drinking water laboratory, performing hundreds of tests daily to ensure the City has the safest drinking water possible. Quality control testing is performed during all stages of the treatment process, and the laboratory maintains an intensive program of chemical and bacteriological testing for the entire distribution system. The Laboratory analyzes surface water, ground water, process water, drinking water and wastewater from the Electrodialysis Reversal (EDR) plant.

### Their Challenge

Data was historically entered into Excel spreadsheets and paper logbooks. As the amount of data increased, it became increasingly difficult for the Water Quality Laboratory to manually manage it. The City sought a LIMS designed to meet quality control/quality assurance requirements for compliance with laboratory regulations under the Safe Drinking Water Act and NELAC Standards. They needed a fully operational, turnkey COTS (commercial-off-the-shelf) solution that would include customizations, installation, training, user documentation, and data conversion services.



**Suffolk**  
VIRGINIA

Suffolk Department of Public Utilities  
Suffolk, VA  
[www.suffolkva.us](http://www.suffolkva.us)

“Having ATL's Sample Master® LIMS is like one stop shopping. All the data generated by the Laboratory is at our fingertips.”

**Lynda Shaw,**  
Water Quality Supervisor  
Department of Public  
Utilities, Water Quality  
Laboratory





## Our Solution

The City of Suffolk used an RFP process to obtain proposals from firms specializing in software designed to provide a comprehensive Laboratory Information Management System (LIMS) that would best meet the data information management needs of the G. Robert House Jr. Water Treatment Facility laboratory. After evaluating RFP responses and reviewing several different LIMS demonstrations, the City of Suffolk concluded that ATL and Sample Master® fulfilled all of their requirements and was chosen as the new LIMS solution for their Water Quality Laboratory.

Sample Master allows the Water Quality Laboratory to securely store all of its data in a robust, centralized SQL database, resulting in more efficient data storage. Laboratory data, private samples, and plant process data can be stored all in one database, as opposed to separate Excel files on several network drives and paper logbooks. Bacti samples were previously logged into a logbook and results were recorded on a bacti card which was stored in a card file. Finding a result from years past was a definite challenge. With Sample Master, this task is now just a few clicks of the mouse.

In addition, ATL provided the following services: system configuration, custom reporting, training (on-site and off-site LIMS Boot Camp), user documentation, data conversion services, and technical support with ATL's GOLD Support Plan - truly providing the City of Suffolk Water Quality Laboratory a total data management solution.

*Accelerated Technology Laboratories (ATL), headquartered in West End, NC, provides laboratory automation solutions to a variety of industries from analytical, environmental, food & beverage, water and wastewater, agriculture, cannabis, chemical, government, public health, biotechnology, clinical testing and manufacturing. ATL's LIMS products are installed in over 600 laboratories around the world and supported by a steadfast commitment to excellence in product quality, support and training. ATL is one of the few LIMS providers that is ISO 9001:2015 certified. For additional information, visit: [www.atlab.com](http://www.atlab.com).*

