



Padua University Hospital selects TECHNIDATA for the maintenance of its LIS (Laboratory Information System).

Bologna (Italy), December 10, 2020

TECHNIDATA was selected for system management and maintenance of Padua University Hospital LIS with a 3 year contract. This successful project enables the effective management of the laboratory with an eye towards the evolution of the solution at a functional level adapted to market needs.

Customer description

The laboratory of the Padua Hospital is one of the most important in Italy. As a university laboratory, it manages many new generation technologies and is a reference for the National Health Service (SSN). For example it is one of the first laboratories in the world (closely following China), in March 2019, to initiate the search for the Covid-19 IgG and IgM antibodies, becoming a model for healthcare in Italy. Such a laboratory requires very high quality standards and an uptime of practically 100%.

In December 2019, the laboratory of Padua University Hospital decided to consult, via a call for tender, the selection of a new service provider for the maintenance of its LIS.

The laboratory was looking for a partner capable of granting them the possibility of evolving their system to be at the level required by increasingly thorough laboratory processes and a competitive market.

Why TECHNIDATA decided to respond to the tender?

“Our LIS, TD-Synergy, was used by the laboratory but until now, the maintenance was done by a partner with whom we no longer work.

It seemed obvious to us to respond to Padua's call for tender because we want to offer continuity of service to our customers.

As a continuation of this project, we plan to extend our work with Padua by offering our new middleware, which will be on the market in January 2021.

And last but not least, with the aim of becoming a leading laboratory reference center, the laboratory of Padua will be equipped with the latest product features that are indispensable in a laboratory of this prestige.”, explains Piero Tassoni, General Manager of TECHNIDATA Italy.

Challenge in maintenance

Maintenance does not only consist of correcting errors but in maintaining the solution at a functional level adapted to the changing needs of the customer. At TECHNIDATA, we guarantee certified software updates with regard to (i) bug fixing activities, (ii) adaptations to primary or secondary regulations, (iii) maintenance and, where possible, increasing the interoperability of the LIS with other systems (including the connection with new analyzers) and (iv) customizing the LIS to meet the requirements of the Hospital.

“Thanks to our global presence, TECHNIDATA is one of the very few software editors that is able to offer a global Level 1 (carried out locally), Level 2 and Level 3 (carried out by TECHNIDATA's head office teams) technical assistance, to our customers on 365 days a year, 24/7.”, details Pascal LAFFONT, Operations Director.



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About TECHNIDATA

www.technidata-web.com

With over 40 years' experience in the field of laboratory management, TECHNIDATA is a leading global software supplier for clinical, anatomic-pathology laboratories and biobank information systems. Developed in full compliance with the ISO 9001/ISO 13485 quality standards, TECHNIDATA software products are distributed in more than 25 countries worldwide and cover all the clinical laboratory disciplines: Biochemistry, Hematology, Immunology, Virology, Microbiology, Blood Banking, Histology/Cytology, Genetics, and Biobanking.

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About Padua University Hospital

<http://www.aopd.veneto.it/>

Hospital Hub of regional importance and reference Hospital for the institutional collaboration between SSR (Regional Health Service) and UNIPD (Padua University), it realizes the integration between the activities of assistance, teaching and research, contributing to achieve welfare objectives of the Regional Health Service and promoting the achievement of the objectives of teaching and research of the University of Padua and the School of Medicine and Surgery. The role of Hub center within the clinical networks gives also to the Hospital a territorial connotation.

The inclusion in European networks and participation in international collaborations give the Padua University Hospital a supranational dimension and recognition.