

# Data Resources Inc.

## Company:

Data Resources Inc.  
Columbia, South Carolina  
<http://www.dataresourcesinc.com>



## Business Strategy:

Data Resources Inc. strives to provide quality analytical testing service and support to their clientele through the use of state-of-the-art instrumentation and data management software.

## Company Profile:

Data Resources offers a full range of analytical technologies and environmental services. Data Resources was founded in 1986 in Columbia, South Carolina. In 1991, a second location in Greenville, South Carolina was opened to serve the growing number of clientele in the upstate region. Data Resources has a devoted team of biologists, chemists, PhDs and administrative personnel. This dedicated staff provides engineers, industrial managers, state agencies, and federal agencies with the necessary means to ensure environmental compliance programs are met in an accurate and timely manner. In addition, Data Resources staff assists with analytical needs, regulatory and compliance inquiries, quotations, and other related applications.

Data Resources primary focus is on environmental samples. Data Resources and Data Resources, Greenville are fully certified by the South Carolina Department of Health and Environmental Control to perform EPA methodology on drinking water, waste water, ground water, soils, sediments, sludge, and other regulatory compliance samples controlled under SDWA, NPDES, RCRA, Appendix I and II, well testing, and more.

## Sample Master<sup>®</sup> LIMS at Data Resources, Inc.:

Data Resources goal to enhance global communications between users and clients has resulted in the implementation of Sample Master<sup>®</sup> LIMS. Sample Master<sup>®</sup> LIMS has allowed Data Resources to achieve its task of performing nearly real-time communication with clients. Many of their clients, such as Treatment Plant Operators, depend on fast results to keep their processes in control. Data Resources has discovered that the combination of Sample Master<sup>®</sup> LIMS and the Internet has greatly improved communication and saved time. Anxious clients have the ability to easily access Data Resources secure site with a user name and password and check the status of their own samples, view a summary and detailed report as well as view a read only PDF of their final report. Analysts are not pulled away to retrieve information, resulting in a significant savings in time. This improvement in time and resource management provides customer satisfaction in addition to monetary benefits.

Long-term communication with their clients is another goal of Data Resources. Their management of record storage is geared toward a paperless filing system. All of clients' records are maintained in an electronic state. Reports and Invoices generated from Sample Master<sup>®</sup> are directly generated in PDF format. This paperless filing system benefits their clients as an archival center. Inside a client login area on Data Resources web site, clients have access to data on their in-progress samples as well as current un-archived data through Sample Master<sup>®</sup>. In addition, clients have access to printed Sample Master<sup>®</sup> reports, communications, chain-of-custodies, invoices, and more. Sample Master<sup>®</sup> LIMS has allowed Data Resources to achieve its long-term communication goal with clients.

The solution for Data Resources communication needs was Sample Master<sup>®</sup> LIMS. It has increased customer satisfaction, enhanced the data quality in the laboratory and offered a significant savings in time and money.

***"I enjoy exploiting the open architecture of Sample Master<sup>®</sup> with my supplemental CGI/PERL programming scripts to not only offer our clients near real-time email communication about their samples, but to also have Sample Master<sup>®</sup> perform self-monitor tasks and send reminder email to employees about sample status needs..."***

**Bruce E. Watt, Database Administrator**  
Data Resources, Inc.