

LABWARE®

CEC 2022

AUG 17 - 19 • BRISBANE



CONFERENCE AT-A-GLANCE

We are excited to announce the LabWare 2022 Asia Pacific Customer Education Conference (CEC), taking place in Brisbane, Queensland, Australia. This is your annual opportunity to update your knowledge of LabWare's products and services and learn how to get the best value from your LabWare system. This 3-day program includes presentations, case-studies and technical sessions as well as a comprehensive schedule of training courses. We are confident the LabWare CEC will deliver value whether you are a system owner, administrator, IT, QA or business user, and we welcome those who are experienced with LabWare or just embarking on a new project.

Gain Advantage

Applying efficient, cost effective solutions in line with industry best practices is key to helping your organization gain competitive advantage. The CEC enables you to monitor industry trends and learn of practical solutions for everyday challenges other customers may have encountered. The LabWare CEC can introduce you to new ideas, new functionality, and new ways to deliver end-user requirements. Keeping your LIMS/ELN up to date prolongs the operational life of your system and helps maximize your company's return on investment.

Benefits of Networking

The LabWare user community is a considerable source of knowledge and a valuable resource. More than 2,500 laboratories worldwide use the LabWare software on a daily basis, and although these systems are used in a wide range of industries, all are based on the same LabWare product platform of which you share a common interest. Focus groups and workshops at the CEC provide a great opportunity to network with colleagues and establish long-lasting contacts to share knowledge in a mutually beneficial way.

Expand Your Skill Set

As in previous years, the 2022 AP CEC will provide a wide range of training courses to complement the formal program of presentations. Training is a major benefit of the time you invest attending the CEC and will help your knowledge and skills remain current. We strive to ensure the training is suitable for a wide range of skill levels. The 2022 AP CEC Training Courses will cover LabWare LIMS, ELN, and various aspects of system administration.



Don't Miss Out!

The LabWare CEC is a unique annual event and has become the largest Lab Informatics conference in Asia Pacific. Our goal is for your company to derive maximum value and enjoyment from the conference, so your participation and the feedback you provide to LabWare during the CEC is extremely valuable to us. The 2019 AP CEC in Canberra, Australia attracted over 200 attendees, and we're expecting the 2022 CEC to be the most exciting event to date. We encourage you to make plans early to join us, and we look forward to seeing you in Brisbane, Queensland, Australia.

REGISTER TODAY AND MAKE **RESULTS COUNT!**

AGENDA OVERVIEW

Gain Maximum Value For Your System

As a key stakeholder in your LIMS or ELN, it is in your best interest to examine every possibility for delivering greater efficiency and effectiveness. The primary goal of the CEC is to provide a forum where you can review all aspects of your systems and identify what improvements you can make. Key LabWare management team members and LabWare certified consultants will be on hand all week to make sure you achieve your objectives. The CEC also provides a venue for strategic reviews with peers from other parts of your own corporation and complementary organisations.

Highlights of the Week

Customer Presentations - Hear directly from your colleagues on how they have implemented their business requirements and the benefits that ensued.

Technical Showcases - will be presented to highlight the benefits achieved through tighter integration including Web Services, Mobile applications and use of Wireless PCs. Showcases will also highlight some of the best uses of LabWare technology we have seen over the last 12 months.

Upgrades - We have put substantial effort into coordinating all upgrade projects in the past 12 months, and as a result we have gathered a large set of very useful data. We will update everyone on the value they can expect from this initiative.

ELN - is continuing to help our customers integrate and automate their lab processes more efficiently. Technical case studies and presentations will share some examples.

Support & Services - The Support and Services team will provide case studies that demonstrate the benefit of tighter integration between operation support and on-going development. They will share the best practices developed by LabWare's Post-go-live Application services.

Training - Breakout sessions will include training classes, vendor presentations, and Tech Talks. Training classes will be a mixture of standard classes and new courses introducing new functionality to the LabWare CEC attendees.



August 17 - 19, 2022 Mark Your Calendar!

TUES

Welcome Reception
6:30 PM

WED

**Technical and Management
General Session**
9:00 - 3:30 PM

**Followed by
LabWare Sponsored Dinner Event**

THUR

**Training Courses
Tech Talks and Vendor Presentations**
9:00 - 5:00 PM

**Followed by
LabWare Sponsored Dinner Event**

FRI

**Training Courses
Tech Talks and Vendor Presentations**
9:00 - 3:00 PM

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TRAINING COURSES

2022 CEC Breakout Sessions

Three types of sessions will be available during the LabWare 2022 Asia Pacific CEC Breakout Sessions: Training Classes, Tech Talks, and Vendor Presentations. For those with a current LabWare System Administrator certification, attending any breakout session will extend your certification for 2 years. *** Attendance will be taken for each individual session.**

Tech Talks will bring together customers, developers, consultants, and other interested or knowledgeable parties to discuss and review common challenges and opportunities to determine a comprehensive solution or approach to the topic. Tech Talks may include any or all of the following: product demonstrations, configuration examples, presentations from industry experts, round table discussions from cross industry experts and audience participation. The goal of a Tech Talk is to create a common understanding regarding the direction or availability of a solution for the given topic. Solutions may involve new or improved products, services, or processes.

Training classes will be presented in classroom style format; classes will include exercises unless indicated below with "No Exercises". **Manuals will be available for individuals who attend the specific classes.**

Vendor presentations will be available for customers who would like to learn more about vendor offerings and their interaction with LabWare.

Training Class Logistics

This year, we plan to host the LabWare CEC training environment through cloud technology. Attendees will be able to log into their personal workspace; log-in information and minimum requirements will be provided to registered attendees prior to the start of the CEC. Current minimum requirements include HTML5 supported browsers or the ability to install the AWS application.

Training manuals covering the course material will be available at the start of each class. We try to have enough manuals for those **attending** the session. Please refrain from taking training materials from sessions you are not attending. Extra manuals may be available at the registration desk **AFTER** the session has completed.

Many of the training classes will include exercises to allow for a hands-on experience of the topics presented during the course. Laptops are required unless otherwise designated in the Course Abstract. Attendance will be taken electronically this year; more information will be provided on Wednesday during the general session.



TRAINING COURSES

2022 AP Training Course Abstracts

Definitions of Levels of Training

Basic: Basic level training is for those who want a basic introduction to LabWare functionality. These classes may cover a topic that is not dependent on LabWare and can be applied across any system. No LabWare experience is necessary.

Beginner: Beginner level training is for new users with a basic understanding of LabWare who want to gain additional configuration and functional knowledge. Some LabWare knowledge, e.g. actively working in the system for a few months, is helpful.

Intermediate: Intermediate level training is for users of LabWare with practical experience who want to learn about LabWare enhancements and additional functionality. These courses introduce module functionality as well as system maintenance and other topics that are not covered in typical training classes. It is useful to have completed Admin 1 training before taking these classes.

Advanced: Advanced level training is for proficient users of LabWare with extended practical experience. These classes are typically faster paced and include functionality that may be more complex either in setup or theory than most LabWare functionality, e.g. Rules Engine and Capacity Manager.

Expert: Expert level training is for those who have a strong understanding of LabWare and experience working and maintaining the system. The classes are high level and fast paced, demonstrating advanced features and configuration.

Note: Training Courses and Tech Talk Classes are subject to change. Final copy will be available in July 2022.

Beginner Classes

Introduction to LabWare Support and Tools

Level: Basic

Duration: 1.5 hours

Designed for LabWare Administrators. The class will look at various tools available from LabWare via www.labware.com and within the LabWare product. You may find it helpful to log into your support account to follow along with the instructor; please ensure you have a support account for www.labware.com.

Configuration Packages

Level: Beginner

Duration: 1.5 hours

Configuration Packages allow users to move objects between environments in a controlled manner with the ability to track builds and the objects moved. Attendees will be introduced to the features of Configuration Packages offered to customer deployments. The class will include exercises to build configuration packages to move and track items between environments. It is recommended that attendees have some LabWare experience to attend this class.

LabWare 7 to 8 Gap

Level: Beginner

Duration: 1.5 hours

This course provides an introduction to the new features of LabWare 8. This course will only highlight the new functionality from LabWare 7 to LabWare 8 for those customers who are already on LabWare 7 or who are already aware of functionality available in LabWare 7.

Visual Workflow Basics

Level: Beginner

Duration: 3.0 hours

The Visual Workflow class provides an overview of how to configure dynamic visual workflows in LabWare. Class exercises will guide students through the configuration of dynamic visual workflows using various elements. It is recommended that you have some experience working with master data objects within LabWare to attend this class.

TRAINING COURSES

Beginner Classes (Cont'd.)

Crystal Reports Introduction

Level: Beginner

Duration: 3.0 hours

The Crystal Reports class will introduce students to the Crystal Reports Developer application and the configuration of simple report templates. Students will learn how to run a report from LabWare using an access routine and query tag. This course will also highlight groups, Crystal formulas, summary fields, and running totals. It is recommended to have an understanding of LabWare's functionality to attend this course.

***NEW* Upgrading from LabWare 7 to 8 Tips**

Level: Beginner

Duration: 1.5 hours

This class will help attendees determine the requirements and steps for upgrading an existing LabWare 7 system to LabWare 8. The instructor will offer advice on any known "gotcha" points during an upgrade. It is recommended that attendees have at least six months working with LabWare as a system administrator to attend this course.

Intermediate Classes

LabWare Schedulers and Background Servers

Level: Intermediate

Duration: 3.0 hours

The Background Services class will walk attendees through setting up a background service client. The class will then discuss the functionality of using Cluster Manager for managing the number of services running. It is recommended to have at least six months experience working with LabWare.

***NEW* Workspaces**

Level: Intermediate

Duration: 1.5 hours

Module M0571 Table Manager Enhancements allows the creation of Workspaces. Workspaces improve the development and debugging process by limiting views to objects of interest with a user friendly interface.

Advanced Visual Workflows

Level: Intermediate

Duration: 3.0 hours

The Advanced Visual Workflows class will walk attendees through further topics including CSS files. At least six months experience is recommended to attend this class.

Error Resolution

Level: Intermediate

Duration: 3.0 hours

The class is focused on techniques that can be followed by the LabWare Administrator to resolve LabWare problems or errors encountered at the customer site. Resources that are available for use in resolving issues from the LabWare website and within the system are discussed. The class exercises use LabWare log files to walk students through debugging steps. One of the debugging steps demoed includes the creation of a sandbox using LabWare's DBMT utility. It is recommended that attendees have at least six months experience in a LIMS Administration role to attend this course.

Advanced and Expert Classes

Web Services

Level: Advanced

Duration: 1.5 hours

This course will review the Web Services that are available in LabWare. The course will include exercises to demonstrate configuration of Web Services.

HAL - High Availability LIMS

Level: Expert

Duration: 3.0 hours

This course will review High Availability LIMS concepts for LabWare customers that are seeking information on improving performance, maintainability, and support for growing systems.

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TECH TALKS

Tech Talks will bring together customers, developers, consultants, and other interested or knowledgeable parties to discuss and review common challenges and opportunities to help determine a comprehensive solution or approach to the topic. Tech Talks may include any or all of the following: product demonstrations, configuration examples, presentations from industry experts, round table discussions from cross industry experts and audience participation. The goal of a Tech Talk is to create a common understanding regarding the direction or availability of a solution for the given topic. Solutions may involve new or improved products, services, or processes.

This list of Tech Talk will be confirmed in July 2022 with possible topics being LabWare Mobile, LabWare Environment Manager, Maintaining LabWare LIMS Tips & Tricks.

COST AND REGISTRATION



Conference Cost

Most customers are entitled to attend the conference as a component of your Annual Maintenance and Support Program. The number of entitled attendees per customer is based on the number of LabWare LIMS Concurrent Users per your license as follows:

No. of LabWare LIMS Concurrent User License	No. of attendees included
1 - 24	1
25 - 49	2
50 +	3

Additional Attendees

Additional attendees are welcome to attend at AU\$3,000 (plus GST where applicable) per person.

Conference Fee Includes

- Attendance to our Welcome Dinner on Tuesday 16th August.
- Attendance at all conference sessions Wednesday 17th to Friday 19th August.
- Accommodation on Tuesday, Wednesday and Thursday

Cancellation Policy

All cancellations must be made via email to APCECCancel@labware.com

Prior to Friday 1st July 2022 attendees can cancel without penalty.

From Monday 4th July 2022 attendees will be responsible for the full registration fee and any extension accommodation booked.

Conference Fee Includes (cont'd)

- All meals from Tuesday Welcome Dinner until Friday lunch.
- Group coach transfer to Brisbane Airport (BNE) on Friday 19th August at the conclusion of the CEC.

Your partner and children are most welcome to attend, with the following included in your conference fee:

- Dinner and accommodation on Tuesday, Wednesday and Thursday nights for your partner and children.
- Breakfast on Wednesday, Thursday and Friday for your partner and children.
- Lunch is NOT included for your partner and children.

Guest Policy

A LabWare GUEST must be a member of your immediate family (spouse/significant other and children). A guest is defined as a family member or significant other whose primary purpose in attending the conference is to accompany the registrant. A co-worker or associate within the industry does not qualify for a guest registration and should complete an individual registration.

Our attendees often choose to invite their families to join them for the week to take advantage of the opportunity to visit a new city and enjoy some R&R while they are attending the Conference. Guests will be issued and are expected to wear their LabWare Name Badge. Guests must organise their own lunch each day as LabWare organised lunches are strictly limited to Conference Attendees.

ACCOMMODATION and BRISBANE



W BRISBANE

81 North Quay

Brisbane, Queensland, 4000

(+61) 7 3556 8888

Check - in 3:00 pm

Check - out 11:00 am

Centrally located on the North Quay with views over the Brisbane River. W Brisbane boasts three restaurants and bars, a spa and fitness centre. The 5-star hotel is within walking distance to South Bank and Brisbane's public transport system. Each stylishly appointed guestroom and suite will feature views of the Brisbane River out to Mount Coottha or South Bank. W Brisbane is just 16kms (10 miles) from Brisbane Airport (BNE).



WEATHER

Brisbane weather in August is mild during the day and can be cooler in the evenings, so make sure you pack a light jumper or jacket. Average temperatures range from 22 (high) to 12 (low) degrees Celsius during the day with a low of 10 degrees Celsius in the evening.



TRANSPORTATION

W Brisbane is 16kms (10 miles) from Brisbane Airport (BNE), approx 20 minute drive. Attendees are responsible for their own transportation to/from the airport/hotel. There are a number of transport options, airport shuttle, taxi, or train.

Taxi fare is approximately AU\$40 - AU\$55 one way.

Please refer to the following websites for information and costs.

- Airport Shuttle Bus - www.con-x-ion.com/services/brisbane-airport-transfers

- Taxi - www.13cabs.com.au

- Train Station (Nearby Stations - Central Railway and Roma Street Railway Station) - www.translink.com.au

If you do choose to drive, W Brisbane offers valet parking at AU\$60/day plus tax, alternatively there is a self-drive car park onsite, you can book online at www.wilsonparking.com.au/parking-locations/queensland/brisbane-cbd/brisbane-quarter/

LabWare will be providing a shuttle service on Friday 19th August from W Brisbane (Hotel) to Brisbane Airport (BNE) at 4:00pm and 4:30pm. Please select the departure shuttle time when you register via the Registration Website.



ROOM RESERVATIONS

LabWare is holding a group block booking at the W Brisbane and the extension rate is AU\$270 for a single room and AU\$295 for a double/twin room (breakfast included). All reservations must be made through Genna Beresford at APCECRegistration@labware.com

COVID-19 Policy

The LabWare CEC will follow required policies stated by the prevailing authorities (Australian Government Department of Health, State of Queensland, W Brisbane Hotel) at the time the CEC is held. LabWare understands COVID-19 Policy is evolving on an almost daily basis and as a result we will send details of the relevant policies closer to the time when it is clear what will actually be in place for the event.

We hope to see you in Brisbane!