IH Lab Integration Case Study

HIH Laboratory, Inc.

HIH Laboratory Simplifies IH for their Clients with VelocityEHS

VelocityEHS recently sat down with HIH Laboratory, an IH analytical laboratory service provider with more than 1,500 clients across a wide range of industries including petrochemical manufacturing, energy, construction and healthcare to discuss how they leverage VelocityEHS' IH Lab Integration features to dramatically decrease sample turnaround times, and better meet the analytical needs of their clients.

"If you're going with IH software, this is the one!"

Carole Newman, owner of HIH Laboratory

About HIH Laboratory

HIH Laboratory, Inc. is a full-service analytical service provider specializing in industrial hygiene laboratory services using OSHA and NIOSH analytical methods. The team of IH experts at HIH is dedicated to providing their more than 1,500 global corporate clients with reliable, timely chemical analyses and giving EHS professionals the analytical services they need to protect their workers at a fair and competitive price.

Carole Newman, owner of HIH, talked to us about her recent experience working with VelocityEHS and discussed how integration with our IH software solutions has helped them simplify IH for their clients, and why that's important.

"At HIH, we're all about making things easy for our clients, removing barriers and doing what it takes to help them get the job done. We'll do anything to help our customers!"

HIH Laboratory's superior customer service is rooted in their team's deep level of IH expertise. With more than 30 years of experience perfecting IH analytical methods, Esteban Piña, VP and Lead Chemist at HIH added that "HIH frequently works one-on-one with our clients to develop custom IH analytical methods for chemicals which have no established NIOSH or OSHA methods available."

Located in Webster, Texas — HIH Laboratory is at the heart of America's petrochemical manufacturing and processing industry. In fact, they're one of just a few local labs that provide IH analytical services to the sprawling petrochemical complexes in Texas' Refinery Row. Their list of clients is a literal who's-who of global oil and chemical industry leaders, as well as some of the country's leading medical universities and health care providers.

Despite their long list of top-tier global corporate clients, you might be surprised to learn that HIH is a smaller, independent laboratory. They've earned and maintained the trust of their clients by providing them with the highest quality analytical data, state-of-the-art instrumentation and analysis technologies, rapid sample turnaround times,and a tireless commitment to helping customers get the job done, no matter what it takes.

But as the face of industrial hygiene itself has changed in recent years, HIH recognized that integration with IH software was essential to maintaining their high standards of data quality and excellence in customer service.

"We started working with a competitor of VelocityEHS, but the integration process became increasingly complex, over budget and behind schedule," Carole noted. "After nearly two frustrating years, the integration was unsuccessful, and we were back to square one."

Lessons Learned

On the positive side, their previous experience integrating IH software gave them a clearer understanding of exactly what they needed, what works and what doesn't.

What they really needed was to get the integration process completed quickly. Most IH software implementation processes take an average of 2-4 months, sometimes longer. As HIH unfortunately learned, it can take much longer.

HIH also recognized that integration with an IH software solution should make things simpler for their customers, not more complex. "These days, more and more non-IH professionals are finding themselves in the role of managing IH programs and a complex, highly technical software system simply would not do." HIH wanted to work with a provider whose software was user-friendly and intuitive, and made IH management accessible to customers at all levels of IH expertise.

The team at HIH are industrial hygiene experts, not software engineers. Neither are their customers. That's why another lesson HIH learned from their previous attempt at integration was that they needed a solution that doesn't require significant IT resources to get up and running or maintain. Having a turn-key solution right out of the box, with rapid time-to-value and minimal maintenance was essential.

Lastly, HIH wanted to work with a software solution that helped save them time and money. "With limited technology resources, we were looking for a software solution that reduced or eliminated many of the time-consuming tasks, and helped minimize sample turnaround times."

HIH & VelocityEHS: The Perfect Fit

Considering their previous experience integrating an IH software solution, you can imagine that HIH was a little apprehensive when Dave Risi, Director of Industrial Hygiene at VelocityEHS approached HIH with an opportunity to integrate their lab's laboratory information management system (LIMS) with our IH solution.

"At first, I was hesitant," Carole remembered. "We still had a bad taste from the failed integration with the other system that stretched on much longer than was promised, and didn't succeed in the end. It would take four hours just to do ten samples! It was just too complex, and integration tasks would need to be repeated for each customer. It just wasn't worth the effort."

Luckily, the IH community is pretty tight knit and Dave and Carole go way back, having worked together during Dave's time in the oil & gas industry in Houston.

"I said Carole, just give me fifteen minutes. It's easy to configure and you only have to set it up once. We can quickly scale to 10's, 100's, or 1000's of companies with no additional effort."

Carole agreed to take a look, and after a brief demo of some of the software's key features, she knew they were really on to something.

"When Dave first asked me to take a look at the VelocityEHS IH product, I thought here we go again, but I was just dead wrong. I could see that it was very user friendly, offered greater flexibility of data, and could help us eliminate many complex manual data management tasks. It's just perfect, I think."

Sticking Points

Two of the most valuable features for HIH were the lab sampling analysis guide (SAG) integration and lab interface, which together allow HIH to provide their clients who also use VelocityEHS IH solutions with advanced IH management capabilities, faster sample turnaround and a whole new level of customer service.

Laboratory SAG Integration

For example, with the SAG integration features, HIH can perform a one-time upload of their lab's entire catalog of sampling and analytical services into our cloud SaaS solution. From there, any of their customers who also use VelocityEHS IH solutions can quickly select and access the appropriate SAGs to easily ensure they are collecting samples according to HIH's specific sampling methods and protocols for the stressors in their workplace.

SAGs can be easily updated as sampling methodologies change, and instantly uploaded to each of HIH's customers. This saves HIH's customers hours, if not days of research and data mapping required by other IH software systems, and significantly reduces the risk for sampling and data errors between HIH and its customers. According to Carole, "It's a feature no other IH software provider offered."

Lab Interface

VelocityEHS IH solutions also allow users to set up secure system access and permissions so integrated laboratories like HIH can log-in and import their analytical results directly. The days of waiting for print-outs of sample results and manually entering them into your database are over.

HIH and its customers also benefit from VelocityEHS' proprietary, first-of-its-kind Global Chemical & OEL Database that includes more than 1,700 unique workplace stressors and 15,000 harmonized global OELs. This database is updated on a quarterly basis, and is continually being expanded to include stressors and OELs that support a growing range of regulatory requirements and IH best practices.

Dave noted that, "With other IH software systems, customers are required to build their own list of stressors (chemicals, physical stressors, etc.), enter and maintain OELs for each regulatory jurisdiction they operate in, and periodically update OELs to ensure they are current. It's a lot of work, and a substantial drain on your time and resources."

With VelocityEHS IH solutions, HIH only needed to go through a one-time set up to map our chemical & OEL database onto their LIMS. After that, they're able to scale the database to each of their customers who use VelocityEHS, so they don't have to go through the time and effort of building their list of stressors and corresponding OELs. It's a feature that's especially valuable for HIH customers with facilities across multiple regulatory jurisdictions, and potentially have multiple sets of OELs that need to be monitored depending on location.

As Carole notes, "On a small or limited budget, it gives you a way to address that budget issue by eliminating the need to do a lot of custom work for individual clients."

That's Only the Beginning

In addition to time-saving, easy-to-use IH software tools, VelocityEHS IH solutions are faster and easier to implement than any other IH software provider on the market. Not only do users get integrated regulatory content like our global chemical & OEL database, automated calculations and AIHA best-practices built right into the software straight out-of-the-box, but our solutions can have you up and running in just 4 days, and sometimes as little as a few hours!

Plus, when you partner with VelocityEHS, you get much more than just industry-leading IH software. VelocityEHS gives each of our customers personalized support from our team of in-house IH experts and Customer Support specialists who are continuously working to deliver new, innovative IH management capabilities and one-on-one customer support every step of the way — ensuring you get the greatest value from your IH solution.

Carole summed up HIH's integration with VelocityEHS IH solutions by adding, "Now, I can offer our clients IH capabilities and services I couldn't before. I'm proud to work with VelocityEHS."

Benefits of VelocityEHS

Simplicity

We believe that well-designed, intuitive software ultimately gets used, and when your people are engaged, you get the greatest possible value from your IH software purchase.

Speed

Not only does our IH solution provide valuable time-saving capabilities, but our implementations require less time, cost less, and are more successful than other IH software systems on the market.

Unparalleled Customer Support

Our in-house IH experts and Customer Support Team stand ready to deliver the guidance, consultation and best-practice approaches you need to solve your most complex IH management challenges.

Holistic IH Program Management

VelocityEHS gives you a comprehensive IH program management platform that integrates your IH sampling data, SEGs, QEAs, sampling plans, database of stressors and OELs, analysis, reporting and other IH functions into a single, easy-to-use system.

Value

The IH experts at VelocityEHS are continuously developing the system enhancements and innovative new features you need to achieve greater levels of IH program efficiency throughout the life of your purchase.

Helping you do your job better

The fundamental purpose of our IH solutions, besides helping you create a safer and healthier workplace, is to eliminate time-consuming manual IH program tasks, and give you back time to focus on your goals.

Industrial Hygiene Simplified

VelocityEHS Industrial Hygiene solutions help you easily assess and control workplace stressors, automate time-consuming IH tasks and maintain a world-class IH program, no matter what your level of IH expertise. Contact us to learn more!

VelocityEHS

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Carole Newman, owner of HIH Laboratory