



ApolloLIMS Completes Rapid Implementation ahead of Qitek Labs Opening



CASE STUDY

Qitek Labs USA consists of Qitek Labs in Duluth, GA and Qitek Labs of Oklahoma in Oklahoma City, OK (collectively, “Qitek”). Both facilities are state-of-the-art, independent reference laboratories offering a broad array of services. Qitek offers toxicology, hematology, chemistry, pharmacogenomics, molecular microbiology (respiratory, UTI, and wound care), cancer genomics, carrier screening, Parkinson’s, Alzheimer’s, and dementia, and cardiac (familial hypercholesterolemia and cardiomyopathy) diagnostic tests.

The lab was formed in January 2020 and urgently needed to implement a laboratory information management system (LIMS) prior to its official launch on March 30, 2020.

60 Days to Implement

As a chemist with more than 10 years of experience in the clinical lab industry, CEO Zachary Husk understood the critical success factors in a LIMS implementation, and wanted to work with a vendor that would be a true partner and offered a comprehensive, fully featured application.

The Qitek management team had previous experience using ApolloLIMS at other labs

[QitekLabs.com](https://www.QitekLabs.com)

LOCATIONS:

Duluth, GA
Oklahoma City, OK

CATEGORIES:

Toxicology, Molecular, Clinical, Genetics; Multi-location Start-up



“Qitek Labs is now positioned as one of the most successful laboratories in the country due to its partnership with ApolloLIMS.”

- Zachary Husk, CEO
Qitek Labs

and selected the LIMS vendor to lead a 60-day implementation that included:

- Workflow design for multiple testing service lines
- Instrument integration
- EMR integration
- Genetic data interpretation integration
- Billing integration
- Branded web portal for ordering and reporting
- Sales portal with comprehensive account tracking

Accomplishing all of these items on an accelerated timeline would require effective communication and tight cooperation between Apollo and Qitek.

Staying on Track despite COVID-19

Apollo facilitated a kickoff meeting with the Qitek team at the Apollo headquarters in Nashville, where both teams collaborated to create a priority list of go-live requirements. From there, Apollo worked to accommodate each of these initial requirements by:

- Setting up the technology infrastructure backbone in its data center
- Conducting weekly calls
- Gathering insight on Qitek's unique workflows to inform the system build

Four weeks into the project, a significant challenge presented itself in the form of the COVID-19 pandemic. As COVID-19 spread throughout the United States, all in-person work came to a halt, and the Apollo team was forced to complete the system test build, the configuration of the workflow, and alpha testing remotely. This flexibility was critical to keeping the implementation plan on track. Once testing was finalized, Qitek validated the software and promoted it to its production environment, hosted by Apollo. Qitek then went live with laboratory operations on March 30, with Apollo continuing to provide around-the-clock remote support.

Both teams, led by knowledgeable and experienced project managers, capably navigated new working environments, new communication channels, and new processes that were brought on by the pandemic with no delays to the aggressive timeline.



“ApolloLIMS is the leading LIMS in the country. As Qitek Labs’ CEO and a chemist, I have reviewed various LIMS options ranging from small to large operations. Choosing ApolloLIMS was simple – there is absolutely no comparison after reviewing alternative options.”

“ApolloLIMS distinguishes itself with competitive pricing, accelerated implementation, and effective communication throughout its entire team. Regardless of the promises I have heard from other companies, ApolloLIMS is the only one that has ever delivered on the entire plan of action.”

- Zachary Husk, CEO
Qitek Labs



Apollo also responded to custom requests from the lab during the project to 1) add a molecular business line and 2) add a new PDF interface, each of which increased the complexity of the project. Yet, both teams remained focused and flexible and incorporated these items into the system build without negatively impacting the original project plan.

A Tailored, Fully Integrated LIMS

As a result of effective collaboration and communication between Qitek and Apollo, the lab hit its desired go-live date and launched its laboratory business on time. With the ApolloLIMS in place, Qitek is now able to:

- Successfully receive and report specimens
- Ensure accurate, efficient internal operations
- Present comprehensive data to marketers, physicians, and clinics
- Utilize Apollo to support future expansion

The Apollo team took on a wide range of tasks throughout the implementation and hit each critical deadline to ensure the project moved forward at a rapid pace, even when faced with potential setbacks. Apollo was completely configured to meet the lab's specific needs, positioning Qitek for long-term success from the get-go. The lab has a fully integrated system, from ordering to billing, and everything in between, giving Qitek a significant competitive advantage.

Qitek has since added to its Apollo functionality with additional report formats, additional integration with its Oklahoma performing location, and custom edits to its provider and sales portals.

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“We are fully integrated in our laboratory from ordering, testing and resulting, partnership with other laboratories, billing and clearinghouse software, to automated display of comprehensive data to clinics, physicians, and marketers. There has not been a single configuration request that ApolloLIMS has not met with swift response and implementation at a competitive price. I would recommend ApolloLIMS to all labs, start-ups to seasoned operations.”

- Zachary Husk, CEO
Qitek Labs

See what it means to have the power of Apollo on your side.

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