



The assurance guide

Are there any guarantees?

Are there any guarantees that the logging system will always work, and what happens if any questions arise? In this document, we describe the services and organisation that we have built up in order to offer reassurance and security to laboratories that choose to implement automatic quality systems for continuous logging.

What can go wrong?

When you have invested in an automatic system for continuous logging, it is vital that this works properly at all times, that you are not affected by lengthy downtime in the event of any problems, and that you get help quickly whenever any problems or questions arise.

Operating a quality assurance system in laboratories is a long-term undertaking. It is a system that simply needs to tick over and run for many years. A lot can happen along the way – for example, a computer or hard disk may crash, new operating systems will be released and implemented and you may perhaps require new and improved functionality. You have a right to make high demands of a quality assurance system; there should be someone to help when any questions or problems arise. Such a system will continue to be developed further in order to become more secure and better all the time. It is important that you as a customer are assured of this.

LCSS agreements

ICU Scandinavia enters into long-term LCSS agreements with all Boomerang customers. As well as the licence, which guarantees availability and access to future software updates, LCSS is also a lifelong functional guarantee of the Boomerang products in the system. The LCSS agreement provides support and help by telephone, e-mail or online.

Within the framework of the LCSS agreement, we also invite all Boomerang users once a year to the Boomerang Day – a user forum where Boomerang users have the opportunity to discuss problems and possibilities for the system with each other. We at ICU Scandinavia take notes and document this, the idea being that we can pick up on good ideas from users and proposals for new functions, which in turn can then form the basis for the continued development of Boomerang. We are proud to say that most new functions introduced in Boomerang in the past ten years originate from discussions at our user forums, which have been held in Stockholm, Gothenburg, Copenhagen and Oslo. The Boomerang users are the ones who steer the continued development of the Boomerang system. We think that it is important for the system to be developed in the direction that our users request.





Support

You can call Boomerang Support on our direct line every weekday during office hours. Right through from 9 am until 5 pm, our staff are on hand to answer the phone and help you with any questions you may have. This may be anything from resetting your password so that you can log in again to helping you get up and running again after a hard disk crash, when you will need to reinstall the system and import a backup of your database.

Naturally, you can reach support by e-mail if you have any questions that do not require immediate action. Our experienced support staff will often connect to your system remotely, over the Internet, to help with any tricky questions.

Updates

The LCSS agreement includes free updates for the Boomerang system; new versions of software are usually introduced twice a year. We at ICU Scandinavia are entirely convinced that the Boomerang system will never be totally finished. It will always be being developed further and will become better, more secure and more efficient all the time. It is the nature of the game that the Boomerang system also has to keep up with ongoing developments in computers and operating systems if it is to work at all on modern computers.

Our Boomerang users are constantly approaching us with requests for new smart functions and new sensors or instruments for use in logging in Boomerang. Updates to new versions of Boomerang are included in the LCSS agreement, and you are involved in the further development of Boomerang.

Functional guarantee

Boomerang products are developed in accordance with current regulations and quality requirements such as those imposed on such products by GLP and FDA CFR21 part 11. Boomerang is acknowledged as a stable and robust system. In addition to the quality standards with which we comply, the LCSS agreement also gives you a lifelong functional guarantee for the Boomerang products that are included – if such a product breaks down, we will replace it with a new, working product. Once again, we consider it extremely important to minimise the duration of any downtime. We want our users to feel assured that Boomerang is continuously ensuring quality in the lab.

When choosing a quality assurance system for your lab that uses automatic and continuous logging, it is important to think through all aspects. Two extremely important parameters are that your system will continue to work for a long time into the future and that you and your operation can develop together alongside the system.

Other key parameters for which we are happy to be evaluated are the provision of support when problems arise and guarantees of continued functionality.





Summary

If you feel that we can offer you the support and reassurance that you are looking for from a supplier of an automatic system for continuous logging, please feel free to take a look at our demonstration film or contact us to arrange a demonstration of Boomerang on site at your premises.

My name is Per Hammargren and I am the Sales and Marketing Manager at ICU Scandinavia and the author of this document. I am one of the founders of ICU Scandinavia and I have an IT background. Since the start back in 1992, we at ICU Scandinavia have helped thousands of laboratories, hospitals, private clinics, pharmaceutical companies, logistics companies, fertility clinics, etc., worldwide by providing automatic temperature monitoring systems.

ICU Scandinavia AB is a leader in automatic systems for monitoring, log and quality assurance in laboratories and for food safety. Our systems, Boomerang and Coolguard, meet the regulatory requirements for logging and documentation for laboratories, cold storage facilities and food safety. In 1998 we were pioneers in automatic temperature monitoring and log. Today our experience within the field is unbeatable and we work together with world leading customers and partners, in order to assure quality and security in laboratories and restaurants all over the world. ICU Scandinavia holds offices in three countries: Poland, Switzerland and in Sweden where our headquarters is located. www.icuscandinavia.com

