

1. Sal Salguero	Summary
Customer: Vertex	John Miller was called by Vertex because of a problem with (at least) one of their PALs. As I understand the story, they were furious and threatening to take future PAL business to our competitors. It seems that when they called LEAP tech support, they were originally told that they would need service which could cost \$3,800. John offered to make a “courtesy” call, and after some “hand-holding” was able to determine that the problem resulted from clogged needles (the customer had been using aluminum plate covers). Once he identified the real cause and got them to use a foil-cutter, the malfunction was eliminated and the customer was happy again.
Product(s): Customer Support, Foil Cutter	
Also Involved: John Miller	

2. Scott Johnson	Summary
Customer: Genentech	<p>In December, John Celani sent in a lead for the TMiD that he uncovered at Genentech in the ADME/Tox/DMPK group. A demonstration was scheduled and the TMiD was shipped to Genentech in S. San Francisco directly from the PepTalk symposium in San Diego. John Celani received the TMiD unpacked it and had it placed on a table in the prospect's lab. Gordon delivered his presentation to an attentive crowd and answered their many questions. The rest of the day was spent completing the installation and calibration of the TMiD.</p> <p>The next day was spent demonstrating the functionality of the TMiD hardware and software and spotting their tissue samples. The customer was pleased with the TMiD's spotting performance. They were spotting by hand and we demonstrated that we could improve their resolution by at least 10x. The prospect ran the spotted tissue samples on their ABI Q-Star MALDI system overnight. When we arrived the next morning, we met the bench scientist, her manager and the assistant director of the department to review the results. The senior person present stated that this fit very well into their plans for tissue imaging and that they would be purchasing the instrument. This was the first time the TMiD spotted real tissue samples in a demonstration outside of the LEAP facilities. The TMiD traveled well and performed as expected. This was a true team effort with John Celani forwarding the lead, Scott J. qualifying the prospect and scheduling the demo, Sal shipping the TMiD all over California, John Celani taking the lead and handling the logistics at Genentech, Gordon giving the presentation and spotting the samples and now Scott J. following through and getting the P.O.</p>
Product(s): TM iD	
Also Involved: John Celani, Sal Salguero, Gordon Nye	

3. Peter Smith	Summary
Also Involved: Gray Hall	<p>Gray had the idea of making a routine follow up call to customers of “Special” projects, about a month after installation. This would help achieve the following:</p>
	<ol style="list-style-type: none"> 1. Let the customer know that we care about the success of the project. 2. Find out if we met his/her expectations and if there are any problems. 3. Assess the effectiveness of the implementation and installation.
	<p>All of these together feed back in to making a better product, and providing better customer satisfaction. It also has a “feel-good” benefit on the part of the customer.</p> <p>The process starts by letting the customer know there will be a follow up call before the installation begins. The call is scheduled, and the customer is sent a short list of questions which will be asked. The call will be made by someone other than the project manager and NOT involved in the installation (Gray has done this so far). The last question is to score LEAP on overall performance on a scale of 1 to 10.</p> <p>Notes made during the call and are written up in the form of a “Post Installation Report”. The contents of the reports are disseminated to the Sales Manager and relevant Product Managers and are subject to review by all members of the R&D group in their monthly meetings with a view to improving efficiency in future. The success of this concept was apparent immediately. Customers like to feel that we are concerned about them. In one case it uncovered a very unhappy customer who had not expressed his concerns. We were able to work through his issues and convert him into a much happier customer before the situation deteriorated.</p>

4. Werner Martin		Summary
Product(s): TM iD, Balance PAL		<p>It was important to be at Lab Automation 2006. 4,200 attendees were reported. Many among the 240 vendors offered components and basic XYZ robots. We had 50 leads. It does not sound like a lot, but considering that this is more an engineering show with very few people looking for specific LC or GC solutions, 50 is a significant number.</p> <p>The visitors are in the exhibit hall to see what's new in automation. Hopefully, next year we can shift more towards showing platforms and accessories rather than specific instruments (we showed the TM iD and the Balance PAL).</p> <p>Many talks took place with our suppliers such as Rheodyne and ILS. Other interests were with NanoStream, Whatman, Greiner and others.</p> <p>I discovered after being back home that the book with all the abstracts of posters and technical presentations is full of applications that are very relevant to our type of automation. I see it as a good place to mine for possible applications for both of our platforms. I will screen all abstracts and/or have someone help me and pass on the company names and as leads.</p>
Additional Links: http://labautomation.org/LA/LA06/		
5. Susan Martin		Summary
Product(s) TM iD		<p>Created and submitted key TM iD ad to JASMS in UK for the March issue. Their submission process and format requirements are difficult and unorthodox, but the ad was accepted after two submissions. Ad will also appear in an upcoming Drug Discovery News.</p>
Additional Info/Links: http://www.leaptec.com/ads.php		

6. Eric Wethington	Summary	
Customer: Distek	<p>During January Distek installed the first OPT-DISS with “Dip Probes”. Since we patented the ARCH Probe, all OPT-DISS units have been sold with ARCH Probes. Distek had a customer who needed an OPT-DISS “Special”. The application is within the contact lens industry.</p> <p>As is, the ARCH probe is superior by design for standard dissolution testing, it is too large for non-compendial (not recognized by the USP) “mini-vessel” dissolution testing. The standard dissolution vessel holds up to 1 liter of media while the mini-vessels range from 50-200mL. The ARCH probe simply would not fit and the customer required a much larger path-length (this is the point at which UV absorption is measured) then possible with an ARCH Probe. The significance of our success is that we pushed the limits of optical engineering with a new type of “dip probe”. Traditionally dip probes require a large mirror (1/4” OD) to reflect light back to a receiving fiber. For this application to work with mini-vessels we had to maintain an outer diameter of 1/8”. Though this has been done in the past with path-lengths as large as 10mm, we needed 20mm.</p> <p>Together with our probe manufacturer we developed and produced a 20mm path length dip probe that maintained an overall OD of 1/8”! None of our competitors have this technology and we will be able to add these probes to our arsenal of accessories to make the OPT-DISS even more flexible then any of our competitors. The new probes have proven to work very effectively, so much so, that we plan to modify the current design for even larger path lengths!</p>	
Product(s): OPT-DISS with “Dip Probes”		

7. Mike Horton	Summary
Customer: Tandem Labs	<p>KC Van Horne from Tandem Labs called because they were having a problem while attempting to qualify their HTC PAL's on small volume (<10uL) injections. The problem was that with a set of 6 injections, the first injection would be significantly low, and the rest of the injections would be within 2-3% RSD. There was also about a 10% carryover in the blank injection following the 6 standard injections.</p> <p>The instruments were PAL's with Shimadzu pumps and a Sciex mass spectrometer. The chromatography package was Analyst, but it was version 1.2 (Clean LC cycles could not be used) so more basic measures had to be taken. All of these usual contributors to carryover were addressed by the analysts, but I noticed that Tandem was using PEEK tubing and plastic connectors for their sample loops. I suggested that these loops be replaced with the stainless steel loops that were shipped with the autosampler. The change in loops resulted in RSD's of less than 2% with a carryover level of less than 0.2%. Tandem Labs is satisfied with this level of performance, and is hoping to standardize on PAL autosamplers as well as standardizing on Analyst 1.4.1 as soon as possible to make use of LEAP's Clean LC cycles. The key that needs to be understood and not missed is that it is not the material change in itself that brought the two values (RSD and carry-over) in sync. The SS loops are manufactured and the ferrules once crimped correctly will always stay that way. PEEK loops are normally cut in the lab and normally crimped with PEEK ferrules or fingertight ferrule/fitting combinations. It is very easy if a novice or inexperienced lab tech connects a loop to create it with dead volume in the fitting. This is what creates carry-over and higher RSDs</p>
Product(s): HTC PAL	

8. Scott Harrison	Summary
Customer: Gilead	<p>We went into Gilead in RTP. The history was that they had had PALs several years ago and had replaced them with Shimatzu SILs. They had several concerns about the SIL, foremost being reliability. It was decided that they would run a head to head comparison, between the two systems. The first stage of this was to compare the accuracy of the needle in the vial. To do this, 6 plates were sealed with a foil and placed in a stack, then mock injections were made from each well in turn when all the wells had been sampled, the test was repeated six times. The test ran continuously for more than 7 days, and when complete the plates were examined, each well was seen to have only a single hole. Following this test, it was decided to only test the PAL and at this point carry-over was the concern, this was reduced to acceptable levels by use of the CLEAN cycles and the VSW. The result was 2 PAL orders and no SIL orders.</p>
Product(s): Valve Self-Wash, CLEAN LC Cycles	
Also Involved: Lenny Kubiak	

9. Rich Eddy	Summary
Products: Combi PAL, COOLCH2, PAL.TRDPDSH	<p>The customer's new assay is residual water in pharma product by headspace. Their present method is manual and labor intensive. The COMBI provides an automated method. Method was developed last year by R&D group. The first unit for production was purchased and installed early this year at a sub-contracted CRO.</p> <p>With COOLCH2 option and a modification of the tray type, production vials can be assayed for moisture at 25, 30, 35 and 40 degrees Celsius. The production vials have a slightly larger diameter requiring a modification of PAL.TRDPDSH (drilled bigger holes) than can be cooled or heated in COOLCH2 (but not in the standard Incubator/Agitator).</p>

10. Lenny Kubiak	Summary
Customer: Montana State	<p>Wes sold a GC TwinPAL special to Shimadzu (CA) for Montana State University. No discount was given to Shimadzu who were eager to sell their GC in a head to head with Gerstel/Agilent. This was a Seed Extraction Application developed by Dow Agro (IN), whom Glen sold a similar TwinPAL to back in 1999-2000. The upper Pal has a 1.0ml syringe to add derivitizing reagent (THMS) and quenching reagent (methanol) to crushed seeds in 96 well titer plates.</p>
Products: GC Twin PAL	
Also Involved: Wes Moyers, Glen Cook	

THIS IS THE TEMPLATE

#. Author	Summary
Customer: Customer name (leave blank if not applicable or application is proprietary)	The length and style will vary, but the summary should be to the point and read chronologically like a story. Include key facts, decisions, and outcomes.
Products: List all products and accessories involved	
Also Involved: Additional Info/Links: documents, publications, pictures, links, application notes, CSI tickets, etc. (Can be attached, server path given, or weblink)	