

Customer Case Study



Leveraging Automation Expertise, Delivering Results Faster

Hybrid automation improves throughput and turnaround time

Centro de Medicina Laboratorial Germano de Sousa



Lisbon, Portugal



Germano de Sousa Laboratory is a Portuguese, medical, and family-owned group operating 15 laboratories nationwide with a workforce of 1,600, advancing diagnostics and healthcare across Portugal.



Challenges

- Deliver accurate, timely diagnostic results
- Manage rising demand amid staffing shortages and budget constraints
- Embrace technological innovation to keep pace with change



Risks

- Growing patient and physician dissatisfaction
- Delayed diagnosis and treatment decisions
- Rising operational costs
- Potential reputational damage



Solution: Automation Track (FlexLab™ by Inpeco) with Atellica Solution

- Forward-moving workflow minimizing bottlenecks
- Three standalone Atellica Solution systems
- Automated pre-analytical sample routing
- FlexLab track with 2 Atellica Solution systems and 3 LIAISON® XL analyzers
- LEAN and Six Sigma optimization



[Learn more about FlexLabX Automation](#)

Hybrid Automation at Prof. Dr. Germano de Sousa Improves Throughput and TAT



Outcomes



Reduced TAT
**greater than
24 hrs.**

Biochemistry

↓ **17%**

Immunology

↓ **21%**



Percentage of
reported results
(2 p.m. – 9 p.m.)

Biochemistry

80%

vs. 54% with previous
lab organization

Immunology

83%

vs. 55% with previous
lab organization

6σ

Sigma level for TAT improved from **3.79** to **4.14**
following the completion of the LEAN project.

"The hybrid automation model, with the placement of stand-alone Atellica CH and Atellica IM analyzers, to respond to high volume parameters and the FlexLab lowering parameters volume associated with an intelligent tracking system that automatically routes samples was an important way of increasing flexibility. This is achieved through higher throughput, higher production rates, increased productivity, standardization, which reduces anomalies and errors, resulting in better turnaround times."



Prof. Dr. Germano de Sousa
Director and Founder of the Group

The statements by Siemens Healthineers' customers described herein are based on results that were achieved in the customer's unique setting. Because there is no "typical" hospital or laboratory and many variables exist (e.g., hospital size, sample mix, case mix, level of IT and/or automation adoption) there can be no guarantee that other customers will achieve the same results.

Product availability varies by country and is subject to varying regulatory requirements. Their future availability cannot be guaranteed. Please contact your local representative for availability.

FlexLab™ is manufactured by Inpeco and distributed by Siemens Healthcare Diagnostics Inc. FlexLab™ is a trademark of Inpeco SA.

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