



Eclipse Scientific Group - Enhanced Customer Portal

At Eclipse Scientific Group we pride ourselves on our ability to deliver exceptional service with uncompromising quality and integrity. We believe that by working with our clients in a true partnership we are able to provide a service that not only meets their needs now but also in the future.

To ensure we continue to lead this diverse and ever changing industry, we invest significantly in innovation and embrace emerging technologies, pushing the boundaries of efficiency and quality. By partnering with Eclipse, you will experience scientific testing at its very best.



As part of our on-going investment in technology, we are delighted to present our enhanced Customer Portal.

Fast, Efficient Access to Results

The Portal is a web-based solution, built on technology selected specifically to provide unprecedented performance and secure access to your results as they become available.

The intuitive interface ensures your users are able to easily navigate and access their information with minimal effort.

- Secure web browser access – no software installation required
- All information is available in a clear, concise grid format
- Simple and advanced searching capabilities
- Quickly filter your results by status
- Header sorting on all columns
- Export all raw data to Excel
- Download approved certificates

The screenshot shows the Eclipse Scientific Group Customer Portal interface. At the top, there is a navigation bar with 'Home | Settings | Admin | Help | Logout'. Below this is a search and filter section with 'Date Received' (01/10/09), 'Search Criteria', and an 'Optional Filter' dropdown set to 'Failed'. A summary table on the right shows: Passed: 97813, Warning: 1691, OK: 6145, No Spec: 84777, Total: 200426. Below the search section, it says '6145 Results Found. Viewing Results 1 - 25 Next 25 >> Last Page'. The main table has columns: Customer ID, Sample Number, Received Date, Test Start Date, Result Approved Date, Sample Description, Test Description, Status, Results, Specs, Cert LabNo, and Certificate.

Customer ID	Sample Number	Received Date	Test Start Date	Result Approved Date	Sample Description	Test Description	Status	Results	Specs	Cert LabNo	Certificate
	CHT148695	17/09/09	30/09/09	04/10/09	Salmon Pate, Test on 30/09/09	Listeria sp. (confirmed)	ACTION	Detected	Failed	CHT391856	Certificate
	CHT148695	17/09/09	30/09/09	02/10/09	Salmon Pate, Test on 30/09/09	L. monocitogenes (VICAS) / 25g	ACTION	Presumptive	Failed	CHT391856	
	CHT148695	17/09/09	30/09/09	04/10/09	Salmon Pate, Test on 30/09/09	API Listeria Identification	ACTION	Listeria innocua	Failed	CHT391856	
	CHT148697	17/09/09	05/10/09	07/10/09	Salmon Pate, Test on 5/10/09	L. monocitogenes (VICAS) / 25g	ACTION	Presumptive	Failed	CHT391856	
	TEL1190795	01/10/09	01/10/09	02/10/09	HLB Poly Bottle - Dairy Skimmed Milk us 09/10	Enterobacteriaceae (presumptive) cfs / ml	ACTION	4	Failed	TEL1080277	

Results Summary

Simple, Effective Sample Registration

We understand that registering samples can be time consuming and can often result in undetected errors. With this in mind we have created a module for sample registration that requires minimal effort, significantly reduces errors and is fully traceable. By simply selecting relevant options, the system quickly registers your samples and submits the information to the appropriate laboratory.

- Quick complete sample registration
- Easier and more efficient than paper registration – and greener!
- Provides customised labels and selections

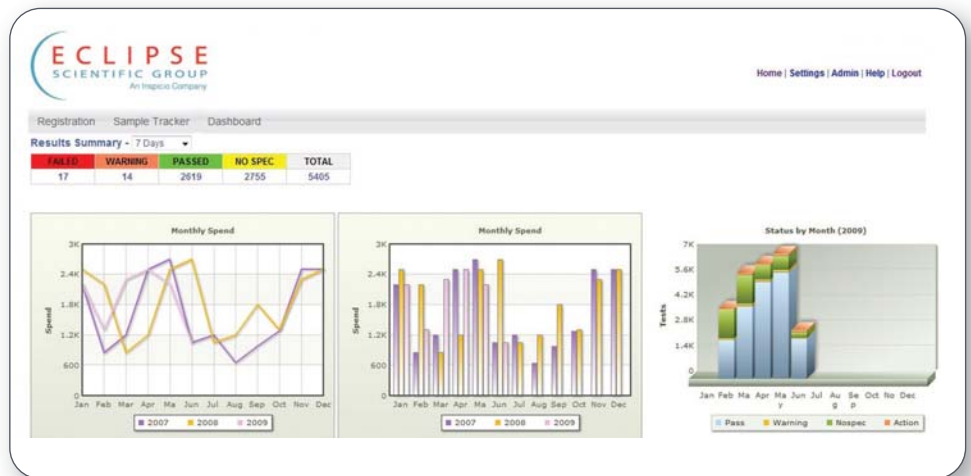
- Drop down options cut down the time and effort involved in completion
- Helps to significantly reduce the scope for misinterpretation or errors
- Audit of submitted registration files



Dashboards

Having instant access to your results and associated certificates is essential, but often the information in its raw form is not enough to make the necessary decisions required to improve and enhance your business. This is why we have introduced 'dashboards'.

'Dashboards' are simply a means of helping you to easily identify high level trends from your results. It is an area in the portal where you can see your information visually (i.e. in graphical form), allowing you to observe trends and fluctuations. We have included a selection of dashboards for you to use now and will make further variations available in the near future.



Customer Portal Dashboard

For more detailed information on the testing services we offer, please visit our website, www.eclipsescientific.co.uk/customerportal.

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