TRICORE

TRICORE ACCELERATES VALIDATION WITH CYMETRYC

How a Leading Lab Transformed Software Testing, Met Tight Deadlines and Improved Accuracy

EXECUTIVE SUMMARY

TriCore Reference Laboratories, a premier provider of laboratory services across New Mexico, faced two complex integration and validation projects with aggressive timelines. Burdened by manual processes and disconnected tools, their legacy approach could not support the scale and pace required.

By adopting Cymetryc™, a modern, cloud-based validation platform, TriCore achieved 100% test coverage and eliminated paper-based documentation across 850+ test cases, accelerating validation and improving issue tracking and overall software quality.

ABOUT TRICORE

As New Mexico's leading reference Lab, TriCore manages large scale clinical testing programs and continuous modernization of lab systems.

- 70+ testing locations
- Serves 16 hospitals
- 1,430 employees

THE CHALLENGE

TriCore was faced with two major validation initiatives:

1. Implementation and integration testing for Roche cobas c 503 and e 801 chemistry systems.

2. Expansion of test offerings at Southern Clinical Lab to include a full chemistry and hematology menu.

Legacy processes relied on spreadsheets, manual documentation, email threads, and in-person collaboration—creating bottlenecks, duplicative work, and zero real-time oversight.

"Although we have always done it this way, it became clear that we could not effectively meet our project goals without changing our approach to our validation process,"

Dr. Veronica Luzzi
Section Chief and Medical Director
TriCore Reference Laboratories &
TriCore Research Institute.

"Without the distraction of tedious manual tasks, we gained unprecedented efficiency. Cymetryc let us focus on what mattered: ensuring the quality of our systems....Onboarding Cymetryc was not difficult, even for a range of skill sets. We could begin using it quickly."

Dr. Veronica Luzzi

THE STRATEGY

TriCore developed a validation plan estimating over 850 test scripts across both projects. The team identified validation testing as the most time-consuming element —accounting for nearly one-third of the entire project.

To stay on schedule, they needed a platform that could:

- Streamline test script execution
- Eliminate paper-based evidence gathering
- Enable remote collaboration and real-time visibility

THE SOLUTION: CYMETRYC

TriCore selected Cymetryc, a purpose-built cloud platform designed to modernize health IT validation. With support and training from the Cymetryc team at Software Testing Solutions, TriCore:

- Uploaded and organized 850+ test scripts across projects
- Enabled online test execution with onboard tools for screen captures and annotations
- Used Cymetryc's real-time dashboards to monitor testing and approvals
- Enabled paperless clinical review for medical directors
- Took advantage of one-click inspection ready reporting

By shifting from disconnected tools to a centralized cloud platform, TriCore was able to foster collaboration across team members, expedite approvals, reduce rework, and stay inspection-ready with minimal administrative overhead.

RESULTS & IMPACT

Cymetryc helped TriCore validate faster and more effectively, resulting in:

- ✓ 100% test coverage achieved under tight deadline
- ✓ Paper-based evidence collection eliminated
- ✓ Errors and issues resolved faster thanks to real-time collaboration
- ✓ Rapid user onboarding, regardless of skill level

Most importantly, TriCore team members could focus their attention on validating clinical performance metrics like reference ranges and linearity, critical values, calculations and interpretations.

WHAT'S NEXT AT TRICORE

Following this success, TriCore has committed to using Cymetryc for all future integration and re-testing projects.

"There is no desire to go backwards. Cymetryc represents the future of software validation at TriCore."

Dr. Veronica Luzzi

The next major initiative will be a new LIMS implementation at TriCore Research Institute—with Cymetryc as a core component.

CYMETRYC

Since 1999, Software Testing Solutions has helped labs ensure their systems work reliably and meet compliance standards. In 2022, we introduced Cymetryc, a purpose-built, cloud-based platform that transforms user acceptance testing. By streamlining execution, facilitating evidence capture, and enabling real-time oversight, Cymetryc helps teams validate faster, catch more issues, and stay inspection-ready with confidence.

Ready to Modernize Your Validation Process?
Contact Cymetryc to schedule a live demo or access more case studies.

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