

Relyco® Customer Story: Environmental Testing Firm

Testing Company Improves Customer Experience with REIMAGE™ Carbonless Laser Paper and ENDURA LABELS



With more than 40 laboratories strategically located throughout North America, South America, Europe, Australia and Asia, one of the largest, most geographically diverse environmental testing groups in the world is positioned to provide clients—including consulting and engineering firms, industry, and government agencies—with high-quality analytical testing and technical support to help ensure informed decision making for local and international environmental projects.

One of the firm's laboratories provides testing for chlorinated pesticides, PCBs, methane, ethane, and other organic compounds, as well as inorganic materials such as metals, including lead, for clients in the Pacific Northwest. Testing materials are sent to clients with “chain of custody” documentation and labels, which clients use to mark the vials that contain the water and/or soil samples they collect in the field.

The operations manager at this lab, explains that the company's corporate office requested that all facilities begin to use more standard chain of custody documentation. He searched online for carbonless laser paper alternatives and discovered Relyco. “When I described what I needed, particularly that I wanted to be able to produce three-part chain of custody documents using our existing laser printer, the Relyco representative recommended REIMAGE Carbonless Laser Paper and offered to send samples,” he adds. “I was very impressed with Relyco's responsiveness, and even more so when the product worked exactly as I hoped; plus, the Relyco solution was about half the price, and we wouldn't be left with preprinted stock if a form changed.”

With the success of his facility's transition to REIMAGE, the operations manager turned to Relyco again when he began to research alternatives to their existing labeling system. “In addition to chain of custody documentation, each client receives the appropriate number of sample vials and labels,” he explains. “We have a thermal label printer, but it took a lot of time to print the labels we needed and it was very noisy to operate. I knew laser labels were available, but the ‘waterproof’ ones I found were very expensive.”

AT A GLANCE

CUSTOMER:

Environmental Testing Firm

INDUSTRY:

Environmental Testing

RELYCO PRODUCTS

REIMAGE Carbonless Laser Paper

ENDURA LABELS

Relyco® Customer Story: Environmental Testing Firm

“In any type of testing effort, it is essential that errors are minimized or eliminated. At the same time, we are always looking for ways to streamline our processes for our clients. By printing the chain of custody and label using Relyco solutions, we are able to customize our documentation—by preprinted codes, for example—which simplifies the work for our clients and leads to fewer errors. Plus, we can do so in a way that is very cost effective for us.”

Operations Manager - Environmental Testing Firm

When he checked to see what Relyco could offer, the operations manager wasn't surprised to discover that Relyco provided stock labels, but he was surprised by the breadth of the offering. “We needed a label that would fit our vials without overlapping,” he says. “Relyco provides virtually every size and type of label possible. With Relyco's ENDURA LABEL, we could get a label that was exactly the right size, and that was weatherproof and durable, ideally suited for use in the field.”

Still, the operations manager put the sample labels he received through what he describes as a “torture test,” submerging a labeled vial in water and leaving it in a sonicator overnight. In the morning, the label had fallen off, but it remained legible and was quick to reattach. He notes that labels the company had used previously fell apart when they got wet.

“In any type of testing effort, it is essential that errors are minimized or eliminated,” he concludes. “At the same time, we are always looking for ways to streamline our processes for our clients. By printing the chain of custody and label using Relyco solutions, we are able to customize our documentation — by preprinted codes, for example — which simplifies the work for our clients and leads to fewer errors. Plus, we can do so in a way that is very cost effective for us.”

For More Information

For more than two decades, Relyco has been a leading provider of dedicated print and payment consulting services and dependable, guaranteed business printing solutions to more than 10,000 satisfied customers worldwide. Relyco's industry-leading expertise in fraud prevention strategies, including ANSI board membership, a focus on innovative forms technologies, and a commitment to superior, highly responsive service ensure customers always benefit from the best solution available, protecting documents while improving business productivity and efficiency.

To learn more about Relyco products and services, call 1-800-777-7359, email info@relyco.com, or visit us on the web at www.relyco.com

