

Customer Case Study

Clinic: Wunschbaby Institut Feichtinger (WIF)

Country: Austria

Name: Enrico Vaccari, Ph.D.

Position: IVF Lab Director

Matcher customer since: November 2018



Why did you want an electronic witnessing system?

Because I wanted to minimise the risks associated with IVF procedures in term of gamete-embryos / patient mismatches. An Electronic Witness System ensures both patients and staff have a complete and gapless traceability of cells during IVF treatment.

How did you decide on Matcher?

After a carefully evaluation of the different Electronic Witness Systems available on the market, we decided on Matcher for a variety of different reasons: for us it's the system that best fits our needs in terms of daily workflow: it's user friendly, customisable, it records pictures of each lab step, it helps us with media and plasticware traceability and last but not least, the business concept behind it is great: you pay for what you use and you always have the newest available hardware and software.

What were the main benefits of Matcher?

The fact that there are photographs of every procedure and that every image is recorded gives us complete confidence that if there was

ever a question from a patient about a procedure that we can show them the photographic chain of custody evidence. Even photographs of items labelled prior to Matcher can still be incorporated into the witnessing cycle using the manual entry option.

What features of Matcher5 have made the most difference to your work and in what way?

Matcher5 has a number of new features that we love – it is customizable to everything in our workflow; the login with the ID card feature is nice as we do not need to type in passwords and we really like that you can search for patients by searching barcode rather than typing ID's or names.

Witnessing with the Matcher5 camera and software is very fast and we really like the visual, graphical layout and way things are set out in Matcher5.

What difference has it made within the clinic?

The clinic staff are happier and more assured conducting embryo transfers and different procedures having the security net of Matcher.

In general, we are really happy with Matcher: it makes our daily

work much easier and safer. We are always confident that no mismatching has taken place: everyday we leave the lab with the certainty that everything has been done without any mistakes and that we can prove it.

I couldn't even think of working without Matcher.

How was the upgrade process?

The upgrade process was very smooth, and we like the fact that all the data from the previous version has been migrated into the new system.

How do you find the Service & Support

The Matcher support team are very helpful and efficient: it's a pleasure to work with them.

What do your patients think?

Our patients are reassured that we are using an electronic witness system to verify, track and record the identity of their gametes and embryos – and that we have photos to prove it.