

Customer Case Study

Clinic: Cryos International

Country: Denmark+USA

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Position: Laboratory Department Manager

Matcher customer since: 2018



Cryos International boosts quality and efficiency with Matcher

Cryos International, the world's largest sperm bank, has enhanced its global quality assurance and operational consistency through the implementation of the Matcher electronic witnessing system across its donor bank network in Denmark and the USA.

Why did you want an electronic witnessing system?

We needed a system that would improve our overall quality assurance for Cryos International products. At the same time we were looking for a system to promote consistency and standardisation across the Cryos network of Donor Banks whilst underpinning safety and security for both our staff and customers.

What problems did you need to solve?

We already had a well-established IT system, so Matcher needed to communicate well and automatically with this system. The dev team from Matcher worked well with our own IT department in making transference of data seamless and reduced loading times significantly over time.

The workflow in Matcher and more essentially, the cryo labels, needed to fit our needs and processes.

Continuous improvements and customisation took place due to the close working relationship between our hands-on personnel in labs and representatives from Matcher.

Over the last few years everything from font sizes to what information is written on which labels have been changed to suit our needs perfectly and we continue to work closely with Matcher, to adapt everything, both the software and the labels, to our specific needs and wants.

What are the main benefits of Matcher?

The main benefits of Matcher have been its ability to help assure product quality and provide comprehensive documentation of every process. By automating critical steps such as label generation and procedure witnessing, Matcher has significantly reduced the risk of errors and improved compliance with our SOPs.

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

Implementing an electronic system for generating labels and witnessing procedures in accordance with the Cryos set of standard operating procedures has significantly improved our quality control. It has also reduced the risk of misidentification and procedural errors and has saved our laboratory staff valuable time.

From the group wide perspective capturing data relating to our processing in real-time has been a great help for standardisation, traceability and total quality management across the Cryos International network of donor banks.

What savings have you seen?

With the introduction of Matcher we have reached a higher level of safety with processes running more smoothly and securely than ever before. It is no longer necessary to use handwriting on test tubes and containers which

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has saved time for our staff. Not requiring a second witness also represents significant time savings although improved safety has been the main advantage to Cryos International both at centre and group level.

How does Matcher fit with your IT systems?

We primarily use our own IT system developed in-house, it was therefore essential that Matcher could integrate well and work smoothly with this system. With help from Matcher, we have been able to set-up the software to work entirely automatically with our system, transferring data from our system to Matcher and vice versa. Today, we do not require any manual importing of data into or out of Matcher, since this all happens seamlessly and automatically, which helps to save time and prevent errors.

How do you find the service & support?

In case of server or software issues, we have always been able to reach the Matcher support quickly and get issues resolved fast, since they are available during most of our opening hours.

But in addition to this we also have monthly update meetings, with specific representatives from Matcher, that are available to help with issues, various questions or improvement ideas. This means that for us, Matcher is ever changing and ever improving.

What else impressed you?

Matcher needed to fit into an already established lab, with well-established processes and workflow, the huge customisability of Matcher and the ease of use for non-IT

personnel, made it possible for our lab-employees who work with Matcher every day to be the people responsible for fitting the program exactly to our needs.

Overall comments

Cryos processes many samples simultaneously, and as an ISO-certified sperm bank, it is essential for us to eliminate any risk of mix-ups between donor samples. Matcher also provides reliable documentation, ensuring that each semen sample is matched with the correct straw. The system has strengthened our quality assurance and helped us maintain the highest standards for our products.