

## Customer Case Study

**Clinic:** Create Fertility Bristol  
**Country:** UK  
**Name:** Blair Sowry  
**Position:** Laboratory Manager  
**Matcher customer since:** 2024



### Create Fertility Bristol's switch from RFID to Matcher

#### What RFID system did you use before Matcher?

We previously used an RFID system as our primary electronic witnessing solution throughout the laboratory and clinical workflows.

#### Were there any issues with your previous system?

Overall it functioned reliably, but we did encounter occasional challenges. At times, RFID tags would fail to be detected, which created interruptions in the workflow. In addition, the ongoing cost of hardware, tags, and consumables was significant, making it a relatively expensive system to maintain over time.

#### How did you decide on Matcher?

Our decision was strongly influenced by the successful implementation of Matcher across several clinics within our parent organisation, IVI. Their positive experience gave us confidence in the system's reliability and suitability for our own environment.

#### How did you find the transition process from RFID to Matcher?

As with any system change, the initial adjustment period required some effort from the team. However, the training provided by Matcher, both in-person and online, was clear, practical, and well structured. Ongoing support from the Matcher team helped resolve early questions quickly and minimised disruption, making the transition much smoother than expected.

#### What are the main benefits of using the Matcher system over an RFID-based one?

Matcher has allowed us to significantly reduce consumable costs, as barcodes are considerably more affordable than RFID tags. We've also found barcodes to be more consistent and reliable in daily use. The flexibility of the pocket matcher readers means staff can witness anywhere in the clinic without relying on fixed hardware.

#### What would you say to centres considering changing over from other systems to Matcher?

I'd acknowledge that transitioning systems can feel daunting, but the long term benefits quickly become apparent. Once Matcher is integrated into the daily workflow, it offers a streamlined, cost-effective, and dependable solution that staff adapt to very naturally.

#### What are the main benefits of Matcher in comparison to your previous system?

Compared with our RFID system, Matcher brings notable savings in consumables, greater reliability of labels and barcodes, and much more flexibility in how and where witnessing is carried out thanks to the portable pocket readers.

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

The pocket matchers have been especially impactful. Their portability and ease of use mean we no longer need

## Customer Case Study (continued)

bulky hardware around the LAF workstations, freeing up valuable space. The minimal infrastructure required also contributes to a cleaner and more efficient working environment.

### **What savings have you seen? (e.g. time savings, cost savings, fewer staff)**

We've seen cost savings through the removal of RFID tag purchases, as well as improved workflow efficiency by reducing reliance on manual double witnessing. The streamlined process also helps reduce congestion and hazards in our relatively small lab space, allowing staff to work more effectively.

### **How does Matcher fit with your IT systems?**

The system integrates smoothly into our existing IT setup. With a dedicated server located upstairs and the software installed on our laboratory computers, everything runs reliably and without interruption.

### **How do you find the Service & Support?**

The support from the Matcher team has been excellent. They are consistently responsive, approachable, and quick to resolve any questions or issues, which has made a significant difference to our overall experience.

### **What else impressed you?**

Beyond the system itself, the friendliness and helpfulness of the team stand out. In addition, the software offers a wide range of functionality, providing flexibility and depth that supports our workflow very well.

### **What do your patients think?**

While most patients aren't aware of the specific witnessing technology used, they appreciate the reassurance that electronic witnessing provides. It gives them confidence that their treatments and samples are being handled with the highest levels of safety and traceability.

### **Overall comments?**

We're extremely pleased with both the Matcher system and the service we've received. It has enhanced our workflow, reduced costs, and provided a reliable and easy to use solution for the team.