

MEDICAL LABORATORY

Synergy Lab: Scaling Without the Headcount

How a Medical Lab Turned Thousands of Daily Records into an Automated, Audit-Ready System.

<p>6 Years on Laserfiche</p>	<p>1000s Records processed daily</p>	<p>Hours Saved per day in manual work</p>	<p>Instant Audit request turnaround</p>
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Organization	Synergy Lab
Industry	Medical Reference Laboratory
Clients Served	Hospital and outpatient facilities
Laserfiche Since	Approximately 6 years
Source	Technology Department
Platform	Laserfiche with Quick Fields workflow automation

The Challenge

Synergy Lab is a medical reference laboratory serving both hospital and outpatient facilities. In that world, document volume is not a quarterly problem, it is a daily one. The lab processes thousands of records every single day, each requiring accurate tagging, identification, and association with their corresponding source documents. And every one of those records has to be maintained and retrievable for years, because of regulatory and legal requirements.

Before Laserfiche, the process of getting those records into the system was slow, manual. Staff scanned documents one by one, applied labels by hand. At the volume Synergy Lab operates, this made scaling a large logistical problem.

The VP of Technology describes what that looked like plainly: an extremely slow and manual process. At that scale, manual means falling behind. Errors mean compliance risk.

The Solution

JPI implemented Laserfiche with Quick Fields, Laserfiche's intelligent document capture tool, to build a purpose-built workflow for Synergy Lab's volume and accuracy requirements. Rather than asking staff to manually process each record, the system now handles bulk scanning with automatic tagging and identification built into every step.

The result is a workflow where thousands of records move through the system each day with consistent classification, accurate labeling, and a complete audit trail, without requiring proportional staff time to make it

happen. The records that used to pile up now move through automatically. The manual identification steps that used to depend on individual staff attention are now handled by the system.

All our records can be easily scanned in bulk while still being tagged and identified.

Critically, all original paperwork must be maintained and kept associated with its corresponding records for several years, a hard regulatory requirement. Laserfiche enforces that association as a built-in system behavior rather than a manual filing discipline that depends on individual staff to get right every time.

The Results

The operational impact at Synergy Lab comes down to two things: time and confidence.

On time: the lab now saves multiple hours per day that were previously absorbed by manual scanning and document identification. That is not a rounding error, it is meaningful capacity returned to staff who can focus on work that actually requires human judgment.

On confidence: audit requests that once required a scramble now have near-instant turnaround. When oversight inquiries arrive, the response is a search and a retrieval, not a hunt through filing systems.

It has been exceptionally helpful in the face of forensic work or internal audits and document review. All material is in one easily referenced location.

The compliance picture has also changed. The gap between having documents and being able to produce them reliably is closed. That distinction matters considerably in a regulated environment where the question is not just whether records exist, but whether they can be found, verified, and defended.

The Relationship with JPI

After six years, Synergy Lab's view of JPI is straightforward: they are one of the lab's top vendors from a technical support perspective. The relationship is described as courteous, prompt, friendly, and supportive, the kind of partnership that does not require escalation or friction to get things done.

JPI has enabled us to scale in ways that would be impossible or cost-prohibitive otherwise. They have an open ear and are prompt to respond to any issues or questions that might possibly come up.

Scaling a document-intensive operation without proportional headcount growth is not a minor operational win. For a lab processing thousands of records daily, the alternative to automation is either more staff, more errors, or both. Laserfiche, implemented and supported by JPI, removed that equation from the table.



About JPI Data Resource

JPI Data Resource is a Laserfiche Premier Partner based in Gonzales, Louisiana, founded in 2001. For 25 years JPI has implemented Laserfiche document management and workflow automation for organizations in regulated, compliance-driven industries. JPI was the first partner in the Laserfiche network to achieve Premier status.

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