Laboratory Data Management

USA 2010

Wednesday September 22 - Thursday September 23 2010, Boston, MA, USA

Leveraging laboratory informatics and instrumentation to optimize lab efficiency and promote progress in lab R&D

MAIN HIGHLIGHTS INCLUDE:

- Discover cutting edge strategies for optimizing lab integration and achieving standardization to streamline lab R&D workflow

- Learn innovative approaches for effectively managing large quantities of laboratory data efficiently and securely

- Understand how to implement successful collaboration, data visualization and communication throughout the knowledge change to drive better decision making and achieve productivity gains

TOP COMPANIES REPRESENTED INCLUDE:

- **MERCK & CO.**
- **PFIZER**
- **BRISTOL MYERS SQUIBB**
- **ASTRAZENECA**
- **AMGEN**
- **MILLENIUM: THE TAKEDA ONCOLOGY COMPANY**
- **ABBOTT**

KEYNOTE SPEAKERS:

Ramesh Durvasula, Director Chemistry Informatics, **BRISTOL MYERS SQUIBB**

Dr Gary K. Mallow, Director, Research and Lab Automation for In Vitro Sciences and High Throughput Screening, **MERCK & CO.**

Dominic Ryan, Senior Director, Discovery Technologies, **CUBIST PHARMA**

Dr Joseph Kofman, Director R&D Information Systems, **ALLERGAN**

Scott Austin, Associate Director Informatics, **BRISTOL MYERS SQUIBB**

Csilla Csank, Associate Director Research and Development Systems, **MILLENNIUM: THE TAKEDA ONCOLOGY COMPANY**

Christopher Sprangel, Associate Director Research Information Systems, **MEDIMMUNE**

Vijay Bulusu, Senior Manager Business Integration R&D Informatics, **PFIZER**

Yan Song, Program Manager Global Pharmaceutical R&D, Information Technology, **ABBOTT LABORATORIES**

John Stow, Business Analyst GDDIS, **ASTRAZENECA**

REGISTER NOW

- **Tel** +44 (0)20 7753 4268
- **Fax** +44 (0) 20 7915 9773
- **Online** www.arena-international.com/pharma/laboratorydatausa

Organized by

VIBpharma

Media partner

Pistoia Alliance

08.30 *Registration and coffee*

08.55 **Opening remarks from the Chairperson**

09.00 **The Pistoia Alliance: Platforming a community based on global collaboration for deriving and instantiating open service standards to enhance the delivery and provision of information services**
- Streamlining pre-competitive elements of the life science research workflow by the specification of common business terms, vocabularies, relationships and processes
- Promoting a common foundation of data standards, vocabularies and services to reduce the amount of duplication, conversion and testing undertaken when overcoming the challenge of technical interconversion, collation and interpretation of life science discovery data
- Increasing interoperability between traditionally diverse sets of technology and approaches and developing open service standards and specifications that can be built on to provision an open information framework; how companies, academics and others can participate in this approach

Ramesh Durvasula, Director Chemistry Informatics, BRISTOL MYERS SQUIBB & Treasurer, PISTOIA ALLIANCE

Optimizing lab integration and achieving standardization to streamline lab R&D workflow

09.30 **Understanding how the business drive to reduce costs and optimize lab efficiency is achieved through standardization and integration**
- Understanding how business drivers lead us to business benefit requirements and in turn lead us to enabling solutions
- Examining the issue of laboratory efficiency within a wider context; developing a better understanding of the business case for data integration and appreciating the ways in which better data integration delivers business benefits
- Transforming businesses with streamlined approaches to laboratory data management; developing methods for integration of data between disparate data management systems to increase the efficiency of lab R&D
- Creating an integrated lab based on standard technologies, platforms, data exchange standards and data formats that are designed to work together
- Assessing the role that open source code could play in the move towards a standardized data management environment
- Illustration of the above concepts through highlight of a program that has been put in place to support pharmaceutical development at AstraZeneca

John Stow, Business Analyst, Global Drug Development Information Systems, ASTRAZENECA

10.00 **Establishing common laboratory data standards to achieve interoperability between varied sets of technologies and application interfaces within your lab**
- Ascertaining standardized terminologies, vocabularies and nomenclatures within your lab to ensure effective and efficient data aggregation and integration from disparate laboratory systems
- Creating a universal language to remove the barriers of effective laboratory data management; understanding how standardization is critical to ensuring successful querying, analysis and reporting of data and enhancing decisions further downstream in the workflow process
- Identifying de facto standards that exist in the R&D sphere and assessing the prospects for a universal model that pharma companies and vendors could draw on to reduce integration problems in the future
- Ensuring interoperability of laboratory data management systems through standardization and harmonization; using languages such as XML or AniML as universal formats for communication between application interfaces

Scott Austin, Associate Director, Laboratory Computing Services, Research Informatics and Automation, BRISTOL MYERS SQUIBB

10.30 *Morning refreshments and networking*

11.00 **Achieving intersystem standards and standardized vocabularies for in-life studies across functions: a tower of babel problem?**
- Evaluating the possibilities that standardization of nomenclature could offer to the challenge of data integration
- Assessing the difficulties that standardization of nomenclature presents within the lab and providing insight on how to overcome these challenges; is standardization of nomenclature achievable and what are the limitations?
- Managing controlled vocabularies and free text across out-of-the box systems to optimize the way data is integrated between various laboratory systems
- Escaping manual data curation and data quality control through governance, good practices, and automation
- Managing CRO data and integration of data from different testing outlets; ensuring that the processes utilized have given rise to data that is consistent, compatible, and complete

Csilla Csank, Associate Director, Research and Development Systems, MILLENNIUM: THE TAKEDA ONCOLOGY COMPANY

11.30 **Coping with consolidation: Successful strategies to minimise the impact of mergers and acquisitions on laboratory data management and workflow processes**
- Assessing best practices for integrating two sources of laboratory data; deciding on whether to take the 'best of breed approach' from each company, to merge and migrate both sets of systems or to employ and develop completely new systems to suit new business needs
- Achieving harmonization between two distinct sets of methodologies, business processes, workflow processes, policies and regulations to ensure that the information level, technical level and business level of interoperability is maintained both during and after the merger of disparate business units
- Mitigating the impact of organizational change and implementing appropriate measures for data preservation that will prevent problems of data loss
- Reducing the effects of mergers and acquisitions on the storage and retrieval of data in the business

Dr Allan Ferguson, Senior Director MRL IT, MERCK & CO.

Effective strategies for managing large quantities of laboratory data efficiently and securely

12.00 **Overcoming the challenges of data deluge: Successfully centralizing and storing your data for increased collaboration and efficiency**
- Identifying appropriate solutions for managing the reams of data that are produced through highly automated data capture processes such as next generation sequencing, high content screening and high throughput screening
- Establishing a data warehouse and creating a repository of electronically stored laboratory data that has the scale and capacity to accommodate the higher amounts of information being generated in today's labs
- Integrating your data warehouse with various source databases residing at data collection points in your lab; how can data be migrated effortlessly to the global repository?
- Appropriately tagging your data and associated metadata in order to leverage and harness the valuable stored information to facilitate better scientific and business decisions
- Ensuring that historical data can still be queried, accessed and analyzed when more and more data is being generated daily
- Ensuring that there is appropriate governance in place in your lab when deciding which data should be kept to avoid increasing costs in IT server hardware and to promote business agility

Wolfgang G Hoeck, Principal Business Analyst, Therapeutic Area Systems, Research & Development Informatics, AMGEN

12.30 **The right data at the right time: A study in project-based information access**
- Decision-making in Drug Discovery projects is a moving target, driven by the availability of new information
- The kinds and sources of information available to a project team is evolving, and needs to be put into context
- Often the volume of data obscures the ability of a project team to focus on the important results
- There are many reasons that project teams need to look at data, including ad hoc queries, monthly reports

- This presentation will show how one organization has attempted to address these issues in the past, and how it will handle them in the future
Mark Duffield, Senior Scientist, Research Informatics, BIOGEN IDEC

01.00 *Lunch and networking*

02.30 **Analyzing the viability of cloud computing as an alternative method for storing large amounts of data to lower cost and process data faster**
- Putting cloud computing to the test to avoid the burdens of in-house laboratory data management challenges; keeping up with the data deluge associated with next generation technologies used for lab processes that generate data so fast and on such a large scale
- Evaluating the cost and time-saving benefits of pushing data storage and processing onto the Internet to be managed by companies such as Amazon, Google, and Microsoft on computers in undisclosed locations
- Assessing the potential management and security issues in this largely uncharted territory
- Identifying which segments of your data are suitable to store in the cloud; should we put all of our data in the cloud or only certain segments?
- Best practice techniques for accessing and managing the transfer of data onto and off the cloud
- Avoiding bottlenecks when entering and processing data in the cloud by identifying standard approaches
Speaker TBC

03.00 **Development of a Nucleic Acid (cDNA, RNAi) library management system: reconciling the virtual and the physical world - a lab perspective**
- Analyzing the specific characteristics of a virtual world in terms of digital information, database structure and database purpose
- Examining how the characteristics of a virtual world differ from those of the physical world
  - reagent management
  - lab workflow
  - database functionality
- Reconciling the virtual and the physical world during the development and design of a Nucleic Acid library management system
- Avoiding the confusion and miscommunication that can arise over database structure, functionality and priorities due to the dichotomy of perspectives between the bioinformatics database developer and the laboratory database user
Karen Billeci, Scientific Manager, Assay and Automation Technology Group, GENENTECH

Andy Chang, System Specialist, Assay and Automation Technology Group, GENENTECH

03.30 **Investigating novel approaches to image informatics utilizing optimal strategies for image collection, storage, management and analysis capabilities**
- Understanding the need for a developed IT infrastructure and image analysis capability in order to keep up with the image data generated from processes such as high throughput screening and high content screening
- Enhancing storage capabilities for image files; managing image data successfully by identifying solutions for storing, retrieving and analyzing these larger files
- Executing efficient image metadata management and integration to ensure that all your associated ancillary image data and metadata are in one place and linked to the actual image
- The challenge of connecting LIMS to imaging instrumentation; ways in which you can increase interoperability of your LIMS interface with image data capture systems to allow data acquired from other systems to be linked to the images in a multivariate way
- Evaluating current tools that are being used to optimally manage image data; are there opportunities to learn from the healthcare industry in this space?
Omer Casher, Manager Medical Imaging IT, Clinical Imaging Centre, GLAXOSMITHKLINE

04.00 *Afternoon refreshments and networking*

Successfully integrating ELNs and LIMS with the existing lab data infrastructure to ensure efficient lab data management

04.30 **Establishing optimal strategies for ELN implementation and moving to a fully electronic environment to maximize laboratory productivity**
- Carrying out a business assessment and identifying your lab needs when choosing an ELN system to avoid unnecessary time investment and re-inventing the wheel
- Planning your ELN strategy; key factors for a smooth deployment
- Effectively building and deploying your ELN solution by combining aspects of software design/development/configuration/integration and deployment
- Encouraging user adoption and user engagement with your ELN solution by providing the correct training and support for all end-users
- Understanding the regulatory issues surrounding the use of your ELN and responding effectively to the challenge of long-term compliance and availability of electronic recordkeeping processes
- Solving the challenges of instrument integration, data acquisition and interpretation, document routing, review and approval
Michael Kopach, Principal Research Scientist, ELI LILLY

05.00 **Case study: Outlining Merck & Co.'s ELN deployment strategy across the business**
- Examining the strategies employed by Merck & Co.. to implement and deploy their ELN system across the business
- Identifying the challenges that arose during system implementation and the solutions employed to overcome these challenges
- Establishing methods for ensuring maximum performance of their ELN to achieve the greatest output
- Assessing the ways in which Merck & Co.. will ensure they move to a fully integrated electronic laboratory environment that meets the business needs
Dr Gang Huang, Business Analyst IT, MERCK & CO.

05.30 **Assessing the architectural principles of an integrated electronic laboratory to optimize laboratory data management**
- Discussing the challenges that arise when using multiple informatics solutions and integrating software packages to manage the enormous information flow
- Understanding data flows, analyzing the nature of the data generated from each source, and identifying its relationship with other data sets
- The need for comprehensive information architecture; identifying systems that are serving the same functions in different departments, making individuals aware of systems that are used in adjacent areas, and facilitating decisions as to whether or not systems should be consolidated to eliminate the redundancy
- Considering the various systems within each functional unit and deciding when integration is more appropriate
- Identifying data abstraction levels, understanding vertical integration and horizontal harmonization within laboratory architecture and recognizing main workstreams of laboratory information
Dr Joseph Kofman, Director Research Information Systems, ALLERGAN

06.00 **Panel discussion: Evaluating the possibilities of implementing one ELN solution for both Biology and Chemistry capabilities within your lab**
- Outlining the functional requirements for both the chemistry domain and biology specific ELN; what are the similarities and differences between the two?
- Understanding the challenges of implementing and deploying ELNs in the biology realm and initial user resistance in this sphere of work
- Evaluating whether a single type of ELN can be rolled out for a whole company and whether this can then be configured to meet the requirements of the different business capabilities
- Selecting products with core in-built features and then working with the vendor to implement small configurations for specific areas of work to maximise your return on investment
Michael Kopach, Principal Research Scientist, ELI LILLY
Dominic Ryan, Senior Director, Discovery Technologies, CUBIST PHARMA

06.30 *Closing remarks from the Chairperson and end of day one*

08.30 *Registration and coffee*

08.55 **Opening remarks from the Chairperson**

09.00 **Roundtable morning/afternoon sessions**
Delegates will be able to attend three one-hour roundtable discussion groups from a selection of key topics. Each session will be chaired by an industry expert who will facilitate an exchange of opinions, essential experiences and learning related to a current aspect of Laboratory Data Management

Roundtable 1 Harnessing the value of your stored data; assessing successful strategies for tagging and tracking your data and associated metadata
Wolfgang G Hoeck, Principal Business Analyst, Therapeutic Area Systems, Research & Development Informatics, AMGEN.

Roundtable 2 Evaluating next generation ELNs and strategies for implementing ELN
Dr Joseph Kofman, Director R&D information Systems, ALLERGAN

Roundtable 3 Encouraging user adoption and engagement with an effective laboratory informatics change management strategy
Yan Song, Program Manager, Global Pharmaceutical R&D, Information Technology , ABBOTT LABORATORIES

Roundtable 4 Working towards solutions for integration of data between disparate systems and diverse sets of technologies
Dominic Ryan, Senior Director, Discovery Technologies, CUBIST PHARMA

12.30 *Lunch and Networking*

Successful strategies for data visualization, collaboration and communication throughout the business

01.30 **Combating the 'silo mentality' to achieve cross-functional data integration that facilitates an efficient R&D process in your organization**
- Taking a comprehensive look at how functions are related across different departments of a company in order to reduce the 'silo' mentality associated with individual systems and departments to optimize the workflow within the lab and across labs
- Establishing a higher order informatics architecture model to facilitate cross functional data integration; moving from the functional laboratory perspective to the idea of knowledge retention and ultimately knowledge utilization by the R&D enterprise
- Developing a common electronic record organization and description within the informatics architecture model to simplify the requirements of patent protection, knowledge preservation, utilization and compliance
- Designing an informatics architecture model that suits the requirements of the size of your organization, legacy systems, workflow, repurposing needs and individual philosophies
- Envisioning a reference informatics architecture model that allows organizations to separate departmental requirements from the needs of the enterprise, maintaining flexibility to meet scientific demands
Dr Gary K. Mallow, Director, Research and Lab Automation for In Vitro Sciences and High Throughput Screening, MRL IT: IT for Discovery and Preclinical Sciences MERCK & CO.

02.00 **Pilot Project: Utilizing semantic technologies to facilitate optimal knowledge sharing**
- Applying semantic technologies to solve several tough data integration challenges
- Understanding how a pilot such as this one serves the objective of linking data in multiple repositories
- Reviewing how high-ROI use cases can be identified and met under a short timeline using semantic technology as opposed to traditional relational or object oriented technologies
- Detailing the methods that were used to complete the pilot to an accelerated timeframe of 6 weeks as opposed to an initial estimate of 4-6 months
Vijay Bulusu, Senior Manager, Business Integration, R&D Informatics, PFIZER

02.30 **Utilising a Service oriented Architecture (SoA) based model to enable integration of data between disparate systems, increase usability, interoperability and to increase efficiency of lab data management**
- Making a business case for moving from traditional 'silo' based IT architectures to integrated networks, applications and databases – outlining the cost savings and areas of enhanced efficiency, and the benefits of the SoA approach
- Exploring the ability to bridge together/integrate data in a loosely coupled environment by adding a service layer to overcome the issues of cost and time commitment that arise when attempting to integrate data between disparate systems; avoiding the costs associated with rewriting programmes for system interfaces that are tightly coupled
- Managing the metadata generated by enterprise searches on a model that comprises many services
William Goode, Principal IS Analyst, Research & Development Informatics, AMGEN

03.00 *Afternoon refreshments and networking*

03.30 **Try to catch the fish as we mend our nets; three strategies to manage the organizational dynamics of laboratory data management initiatives**
- Anticipating and managing the organizational dynamics that are likely to be stirred up, often unintentionally, by the introduction of new laboratory data management systems
- Understanding that these are critical to realizing productivity gains and even for the career longevity of those who attempt the change
- Realizing that there will always be too few hands and too little cash to go around; understanding the expectations and pressure points and maintaining communication between the labs and the corner office and all the links in between. Is there a return for investing in the elasticity of the hierarchy?
- Empowering teamwork in a workplace full of domain specialists takes real courage and skills. Who is right? Is there a more productive way to frame the question? How we talk may determine how well we fish (work)
- Knowing how much we don't know maybe more important than how much we do know. How to organize ourselves and our work to enable learning and reduce risks in real time including basics in R&D; why is it so rare in data management? Is it worth a try?
Yan Song, Program Manager, Global Pharmaceutical R&D, Information Technology, ABBOTT LABORATORIES

04.00 **Research Management System: A novel, integrated, customized system for the management and tracking of biologics development activities**
- Understanding that the development of biologics requires sophisticated tools to capture and track portfolio updates, project lifecycles, work requests, laboratory runs, and analytical results
- Overcoming the lack of web-enabled, Commercially-available, Off-The-Shelf (COTS) packages to directly handle this range of activities
- Highlighting the need for systems that are integrated, customizable configurable, and require short development and deployment times to reach scientists quickly
- Minimizing disruption in labs by allowing tools to be intuitive, readily available, quickly accessible and to provide easy integration with other systems via web services or APIs to aggregate research data for downstream data mining
- Introducing MedImmune's Research Management System (RMS) which has served to overcome the above challenges and resulted in a rapidly growing, well-used, multifaceted system that is the system of record at Medimmune for research projects
Christopher Sprangel, Associate Director, Research Information Systems, MEDIMMUNE

04.30 *Closing remarks from the chairperson, champagne draw and end of conference*

Pre-Conference workshops & Media partners

WORKSHOP 1:

Morning, Tuesday September 21, 2010

COTS software projects: More than just opening a shrink-wrapped box

In this workshop, participants will work through an example COTS (Commercial Off-The-Shelf) software project implementation together.

9.00 *Registration*

9.30 *Welcome and introduction*

9.45 **Working through an example COTS software project implementation**
- Outlining the activities needed to run a COTS software project for a medium to large project
- Understanding where regulations, standards and guidelines affect the project and which activities are required merely because they are good practice
- Determining which pieces of software will require the most (or least) project planning

11.00 *Coffee break*

11.30 **Summary & Q/A**
Roundtable think tank: Participants will have the opportunity to come together and discuss their projects, get expert input from the workshop leader and have the chance to benchmark with other workshop participants.

About your workshop leader:

Gloria Metrick is Principal Consultant at GeoMetrick Enterprises and the founder of the LinkedIn LIMS/Laboratory Informatics group, as well as being a contributing writer to TheIntegratedLab.com and Lab Manager Magazine. Additionally, she is the author of the "Out on a LIMS™" newsletter and blog.

She has worked with various industries to select and implement laboratory informatics software, in a variety of industries including, but not limited to: pharmaceutical, biopharm, chemical, oil, food, beverage, automotive, metals, nuclear.

Media Partners

The Pistoia Alliance In a cost driven environment companies have realised that working collaboratively is mutually beneficial. The Pistoia Alliance was established to streamline non-competitive elements of the pharmaceutical drug discovery workflow (chemistry, biological screening, integration, logistics) by the specification of common business terms & vocabularies, their relationships and use in process models. **www.pistoiaalliance.org**

Scientific Computing World is Europe's only publication – print magazine, website, and electronic newsletter – covering software, computing and information technology for science, technology, engineering, and medicine. **www.scientific-computing.com**

Biocompare is the most comprehensive, in-depth, and objective website for life science product information. Thousands of scientists use Biocompare daily to quickly find the right product for their experiments rather than looking through multiple print catalogs.**www.biocompare.com**

WORKSHOP 2:

Afternoon, Tuesday September 21, 2010

Designing and building our future for R&D informatics

(Registration will take place at 01.00 and the workshop will run from 01.30 to 05.00 including one refreshments break)

Where will R&D informatics be in your company in 5 years? We can know with certainty that Apple, Google, Microsoft, and Open Source will supply base technologies for your systems. We know that analytics and reporting, interoperability, and "deep" integration standards and "smart" applications will be the norm. However, we don't know yet specifically how these industry giants will support science. We know that ThermoFisher, Waters, CambridgeSoft, IDBS, Rescentris, and many others will be key leading players in LIMS, ELN, and analysis applications, but not how they will use Apple, Google, and Microsoft technologies.

Come to this half-day workshop to learn where your future is coming from. The thought leaders, key developers and technologists will provide dynamic, forward-looking scenarios essential for you to understand to make your informatics future successful.

Representatives from industry leaders such as Apple, Google, Microsoft, ThermoFisher, Waters, Vertex Pharmaceuticals, Millennium, Merck, Pfizer, CENSA, and others will provide insights for how we are creating the future. The following topics and more will be covered:

- We've come so far, yet we've only just begun... how will we get to adaptive, intelligent, semantic, automated knowledge-building systems?
- How will we design a bright informatics future and pull our organizations into it?
- How will you leverage and insure our investments made today and tomorrow?
- How will key technology providers fulfil your needs of tomorrow?
- Building "Back from The Future" using today's systems and suppliers
- Best practices for integration, requirements, standards, IP protection, and innovation

About your workshop leader:

Dr. Rich Lysakowski is currently Director of R&D and Strategic Advisor for the Collaborative Electronic Notebook Systems Association. Dr. Lysakowski founded CENSA in 1997 to develop the software markets for R&D for recordkeeping, eNotebooks, decision support, and portfolio optimization. Since 2006 he has helped several dozen Fortune 500 companies to research, develop, select and apply ELNs in R&D and QA. He has worked as a scientist, engineer, manager, business owner, and industry leader at Burroughs Wellcome, Digital Equipment Corporation, TeamScience, and CENSA. As a consultant at CENSA, he develops and delivers strategies, project management and implementation services for ELNs, eRecords, content management, LIMS, analytics and reporting, and related informatics tools. He has a Ph.D. in Physical and Analytical Chemistry from Virginia Tech and a Bachelor's in Chemistry from Illinois Institute of Technology (IIT). Rich founded and now leads a business incubator group for options trading businesses in New England.

Booking Form   Laboratory Data Management Conference
Wednesday September 22 – Thursday September 23, 2010, Boston, MA, USA

Prices & Payment Information

YES, I WOULD LIKE TO BOOK (PLEASE TICK OPTION)	Book before 30 Jun 2010		Book before 28 Jul 2010		Book before 25 Aug 2010		Book after 25 Aug 2010	
PHARMA AND BIOTECH MANUFACTURES								
VIP package: 2 day conference + both workshops + CD-ROM	$2890		$2990		$3140		$3390	
VIP package: 2 day conference, workshop and CD ROM †	$2440		$2540		$2690		$2940	
2 day conference & morning workshop	$1870		$1970		$2120		$2370	
2 day conference & afternoon workshop	$1870		$1970		$2120		$2370	
2 day conference and CD ROM †	$2070		$2170		$2320		$2570	
2 day conference only	$1500		$1600		$1750		$2000	
FEES FOR ALL OTHER ATTENDEES								
VIP package: 2 day conference + both workshops + CD-ROM	$2890		$2990		$3140		$3390	
VIP package: 2 day conference, workshop and CD ROM †	$ 3355		$ 3455		$ 3605		$ 3855	
2 day conference & morning workshop	$2785		$2885		$3035		$3285	
2 day conference & afternoon workshop	$2785		$2885		$3035		$3285	
2 day conference and CD ROM †	$2985		$3085		$3232		$3485	
2 day conference only	$2415		$2515		$1665		$2915	
FEE FOR OTHER PARTICIPANTS								
Morning workshop only	$450		$550		$700		$950	
Afternoon workshop only	$450		$550		$700		$950	
CD-ROM only†	$650		$650		$650		$650	

All total fees are subject to a 3.5% service charge (excludes CD-ROM only bookings)

Four Easy Ways To Book:

- **Register online now at** www.arena-international.com/pharma/laboratorydatausa
- **Email us at** events@arena-international.com
- **Tel** +44 (0) 20 7753 4268
- **Fax** +44 (0) 20 7915 9773

Are you registered?

You will always receive an acknowledgement of your booking. If you do not receive anything, please call us on +44 (0) 20 7753 4268 to make sure we have received your booking.

Subtotal
NB. All bookings are subject to a 3.5% service charge

Total to be invoiced
(please add 3.5% of charge)

Discount code if applicable _____
Discounts are at the discretion of Arena International and are not cumulative

Arena International Conference Delegate terms and conditions

1. Scope of Agreement: These are the conditions of the contract between you, the Client ("You" and "your") and Arena International ("Arena International", "we", "us" and "our") governing your use of our services, including the conference registration as set out in your booking form. This agreement constitutes the entire agreement between Arena International and you. All prior agreements understandings and negotiations and representations (save for fraudulent misrepresentation) whether oral or in writing are cancelled in their entirety. The terms of any other electronic communications will not form part of this agreement.

2. Our commitment to you: Should the Event be cancelled or the location be changed for reasons or circumstances beyond our control, we reserve the right to reschedule the Event, including changing the location, upon written notice to you. Should the event fail to be rescheduled for any reason your refund shall not exceed the total charge received by us from you.

3. Payment Terms: The Total Fees specified on the booking form are subject to an additional service charge of 3.5% ("Service Charge") applied to cover administration costs, and are exclusive of VAT and any other applicable sales tax which shall be payable in addition.

- Following completion and return of the booking form, full payment including Service Charge is required within five days from the invoice date or prior to the event if this is sooner. All registrants must provide a credit card number as a guarantee at the time of booking. We reserve the right to charge your card in full if payment is not received in accordance with these payment terms. We reserve the right to refuse admission if full payment is not received in accordance with these terms.

4. Cancellations: In the event of cancellation, 100% of the event fee is payable and non-refundable.

Arena International Events Group, a trading division of SPG Media Ltd. Registered Office: John Carpenter House, John Carpenter Street, London, EC4Y 0AN, UK. Registered in England No. 01155599. www.arena-international.com

All cancellation requests must be submitted to us in writing. If we agree to your cancellation then all cancellation fees are payable immediately after the acceptance of your cancellation in writing by us.

5. General: You, your executive/s or your agents may not transfer or assign any of the rights or obligations of this Agreement (in whole or part) without our prior consent. Any attempt to resell, assign or transfer rights without our consent will entitle us to cancel the contract without liability to you.

- This agreement is governed by and will be construed in accordance with English law and each party irrevocably agrees that the courts of England will have the non-exclusive jurisdiction to deal with any disputes arising out of or in connection with this agreement.

- Arena International is subject to the UK Data Protection Act 1998 and is registered in the UK with the Information Commissioner to process your personal information. Our primary goal in collecting personal information from you is to give you an enjoyable customised experience whilst allowing us to provide services and features that most likely meet your needs. We collect certain personal information from you, which you give to us when using our Sites and/or registering or subscribing for our products and services. We also collect certain personal data from other group companies to whom you have given information through their websites. The information provided will be held on our database and may be shared with other companies within the same Group. Occasionally your details may be made available to our external partners. If you do not want us to continue using this information please notify us at unsubscribe@spgmedia.com.

- The working language of the Event is English. Executives requiring an interpretation service must make their own arrangements at their own expense.

Delegate Details please photocopy form for multiple bookings

Mr/Mrs/Ms/Dr: First Name: Surname:

Email: Tel: Job Title:

Fax: Department:

Company Details

Company: Address:

Town: Zipcode: Country:

Nature of Business:

Payment Details

Purchase Order No.

☐ I enclose a cheque drawn on a UK bank (please make cheque payable to Arena International and write reference DMLA0910 on the reverse)

☐ I will transfer payment to your Lloyds TSB account City Branch, London, UK: 01492549, sort code 30-00-02 (using reference DMLA0910)

☐ I would like to pay with my credit card ☐ Visa ☐ Mastercard ☐ AMEX ☐ Maestro ☐ Solo

Card Number: Expiry Date: Issue Date: CSV*:

Cardholder's Name:

Cardholder's Address:

*The CSV number is the last 3 digit number on the reverse of the card

☐ Yes, I have read and understood the terms and cancellations conditions and am happy to proceed with my registration

Signature   Date