



MOLDED FIBER GLASS RESEARCH CASE STUDY

Molded Fiber Glass laboratory excels with Wavefront LIMS.



Introduction

Molded Fiber Glass is a leading supplier of composite materials, supplying key industries such as military & defense, automotive, construction, and many more. They not only manufacture key products, they also offer research and design services.

When Molded Fiber Glass needed a new LIMS, Nancy was at the forefront of the search. She waded through many options that were generally bad fits, until she found Wavefront LIMS. That was over 10 years ago and since then Wavefront's features and support have continued to strengthen the relationship between Molded Fiber Glass and Wavefront such that today, Wavefront is "critical to [MFG's] business".

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“I just honestly cannot say enough about what a blessing it has been that we brought Wavefront into this building and that they've been with us through the years.”

- Nancy Snyder, MFG

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Molded Fiber Glass - At a Glance

- **Employees:** 1,000+
- **Location:** Ashtabula, OH
- **Primary Industries:** Automotive, Construction
- **Primary Services:** Composite Materials, Research & Design





The Journey to Wavefront

Molded Fiber Glass joined the Wavefront LIMS family in 2014. Before that time they relied on a system that was effective in the past, but could not keep up with the evolving needs of the laboratory. It was an extremely manual process that consumed excessive amounts of time to complete basic steps of the process, such as creating reports or evaluating data.

Enter Nancy. After experiencing this old system, she saw significant room for improvement and began to advocate for researching a new system. Eventually, she was given the green light and her hunt began. Filtering through several providers that offered complex systems, offering many unnecessary features, with equally large price tags, she did not get discouraged. She continued to persevere and ended up on LinkedIn. This led her to a discussion group where several people were talking about Wavefront Software.

Due diligence led an MFG team to visit an existing customer of Wavefront to experience their LIMS first-hand. The ease of use and relevant features won the team over and Nancy submitted her recommendation soon after. As the cliché goes, the rest is history. Molded Fiber Glass has been a valued customer of Wavefront since.

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“It comes back to you guys working with us as we come to you and say, hey, this is really a problem and we need this and you say, OK, we're on it.”

- Nancy Snyder, MFG

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How did it go?

Nancy shared a comparison experience she has had with another of their existing systems. When their other system requires updating, it requires reconfiguration of much of their application, and very little support for issues or help. Conversely, Wavefront's updates build on existing versions, which help make the update process smooth. Additionally, if there are any issues, Wavefront's support is excellent and issues get resolved quickly and efficiently.

Wavefront is always innovating, looking for the next feature that will be useful to our customers. Much of that comes from requests from our customers. We listen to what they need to be successful and try to meet those needs. Our goal is to create a LIMS that supports laboratories in their growth, improvement in efficiency, and productivity.



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“When we need something, we get it and it gets into play and it might be custom to us, but it just saved our teammates hours of time.”

- Nancy Snyder

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Summary

Supporting our customers is #1 at Wavefront, which is why we always use knowledgeable Wavefront employees in our support and implementations, never a call center. You can feel confident that Nancy's experience with our support is how we support all of our customers because they are our priority.

If you'd like to learn more about Wavefront, discuss our support in more detail, and see the configurability and ease of use that Nancy talks about first-hand, [schedule a demo today!](#)

To learn more about Wavefront LIMS and our features for Advanced Materials Laboratories, visit: <https://www.wavefrontsoftware.com/lims-for-advanced-material-manufacturing/>

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