

Company Profile

Laboratory Systems Group, Inc. (LSG) is an Arizona corporation specializing in dental laboratory software and related products. Founded in the early 1980's and dedicated to offering quality software and after the sale support, the company quickly became the leading supplier of software in the dental laboratory industry with clients all over the world. LSG's flagship product is called Lab Manager and provides a computer solution for all aspects of the dental laboratory business, including billing, scheduling, marketing, production management, and quality control.

With the success of the Lab Manager product line, LSG became one of the largest suppliers of professional billing forms, envelopes and labels. Providing a wide range of forms, LSG offers attractive, yet inexpensive, single and multi-part forms for dot matrix, ink-jet, and laser printers. LSG also offers custom forms, made to your order, with your choice of size, color, and even pre-printed logo.

LSG is dedicated to helping the dental laboratory owner or manager successfully achieve their computer related goals by offering quality hardware and software, timely and courteous telephone support, related billing forms, envelopes, labels, professional training seminars and videos, and our informative quarterly "Connection" newsletter.

Mission Statement

Laboratory Systems Group, Inc. (LSG) is a national company focused on providing superior products and services to the dental laboratory industry.

Our mission is to expand our leadership position in the dental laboratory market by satisfying the needs of our clients in innovative ways; by being the best in everything we do.

We will create value for our customers by providing a highly professional, loyal and responsive team of employees to meet the needs of our customers today and into the future.

The History of Lab Manager

The following describes how Lab Manager began along with some of the details about the people that were responsible.

In late 1979, David W. Stevens C.D.T., the owner and manager of a five technician laboratory, began to investigate using a personal computer in a small dental laboratory. At that time personal computers were in their infancy and software for those computers was hard to find. With next to zero information on the subject available to him, he decided to "take the plunge" and purchased a computer. The computer he purchased was a **TRS-80 model 1** with 16k of Memory and two floppy drives.



Using "off-the-shelf," general-purpose software, he computerized the accounts receivable system in his laboratory. In time, he was using the computer for mailing list management, word processing, budgeting, and inventory control. With a desire to track patient names, tooth numbers and shades, it became apparent early on, however, that optimum use of a computer could not be achieved without software specifically developed for a dental laboratory. David determined that all existing dental laboratory systems were very expensive (in the \$20,000 to \$100,000 range), and clearly out of reach of most small dental laboratories. So, after several months of planning and defining his needs, he contacted Tom Mueller, president of the local computer club and president of Tom Mueller and Associates (a software development house in the Phoenix area). After a complete feasibility study, work was begun on a comprehensive dental laboratory management system designed to be sold to dental laboratories across the nation.

A Star is Born

The work took over two man-years of development, testing, and refining. It was important that the system be inexpensive, easy to use, and it had to be able to grow with and adjust to each individual laboratory. The program also had to work on a computer with only two floppy drives, since hard drives were not available in personal computers at the time. The result of all that work was Lab Manager Version 1.

David used the program in his laboratory throughout the development period and was very instrumental in Lab Manager's design from its list of features to how it interfaced with the user. Now that David and Tom had a working program, it was time to start advertising it and taking it to trade shows.

About that time, David and Tom formed a new corporation initially called Arizona Laboratory Systems, Inc. but later the name of the company was changed to Laboratory Systems Group, Inc. (LSG) to reflect the fact that the company was to be national in scope and not limited to Arizona. Tom Mueller became the president of the company and David became the VP.



released.

In January of 1982, LSG sold the first program to a lab in California. In those days, Tom was producing program updates about every 6 months. Each update added many new features and improved existing ones. It wasn't very long before the Tandy **TRS-80 model 3** computers came on the scene so Lab Manager was ported to it. About a year later the **TRS-80 model 4** was released and a version of Lab Manager was created to operate on it. The **TRS-80 model 2** and **Tandy 2000** computers were also supported until the first IBM PC was

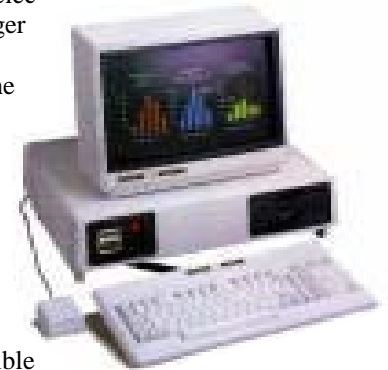


It was about this time that Lab Manager added a complete, built-in, context sensitive, electronic version of its user manual to the program. This made it easier to use Lab Manager because help was just one key press away. No matter where you were in the program, simply pressing the F9 function key would cause Lab Manager to display the part of the user manual that explained the screen or feature that was on the screen before pressing the F9 key.

The First PC Version



The release of the **IBM PC** brought a completely new set of challenges. The "PC" used a completely different operating system so Lab Manager had to be translated into a PC compatible program. As the IBM PC and its many compatibles became popular, so did the PC version of Lab Manager. By this time, LSG was selling Lab Manager to dental laboratories all over the world and had truly become an international software company.



With each new year came new and more powerful versions of Lab Manager supporting new hardware and larger and larger dental laboratories with the features important to those new users. For example, **bar coding** was introduced in the mid 80's along with **scheduling** and **technician production**. A more advanced inventory control system was added to Lab Manager and then a **marketing** system to keep track of contacts. It was in the late 80's that a **multi-user** version of Lab Manager was released that would run on Novel or Lantastic networks where multiple computers could access Lab Manager data simultaneously. This would allow large dental laboratories to have access to their data from convenient locations throughout the laboratory.

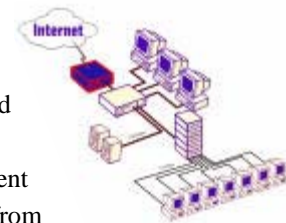
Raising the Bar

Lab Manager Version 15 raised the bar by adding **user definable invoices and statements** as well as **custom reporting**. For the first time, dental laboratories could create custom reports printing their data filtered and sorted just the way they wanted and they could modify the way their invoices and statements looked, adding a whole new level of customization. Data could now be exported to other programs like a spreadsheet or word processor for further customization.

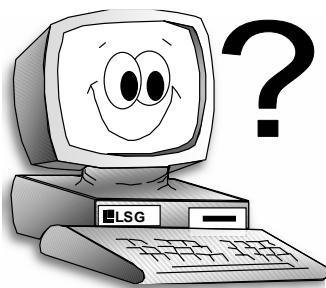
Since Lab Manager version 12, users could look up archived case information, but with the release of version 15, users could literally look up any case, reprint any report, invoice or statement for any time period. It was also with version 15 that users could, for the first time, view or print a graph of sales and production data for any time period right from within Lab Manager.

By now, Lab Manager supported many other sophisticated features not found in other dental lab programs. Time saving features like **MACROs** that allowed the user to record the process of printing daily or monthly reports and then with just a couple of key strokes, Lab Manager would replay the MACRO printing those reports with up-to-date information. This made performing commonly repeated tasks in Lab Manager quick and easy.

It was about this time that Lab Manager added a very powerful, security system that allowed the user to define exactly which menu selections each user was allowed to access. For the first time, a manager could set up as many “log in” accounts as needed and define for each of those accounts, the features and/or reports available to the user. This meant that a computer running Lab Manager could be placed into the shipping department and the shipping personnel could only perform shipping related tasks; restricting them from sensitive accounting information.



Raising the Bar Again



In the mid 90's, Lab Manager Version 16.05 was released. This version expanded on the very popular version 15 and added another first; a **plain English query** function. This new feature allowed the user to ask Lab Manager questions in plain English and Lab Manager would answer in the form of a report or graph. For example, if you typed “graph sales”, Lab Manager would respond by creating a graph of sales for the last 12 months. If you typed “list cases with an open status”, Lab Manager would respond by creating a report showing cases with an open status. And if you typed “count cases with an invoiced status”, Lab Manager would respond with “47” or whatever the correct answer was for the number of invoiced cases.

Version 16 was also the first fully **Y2K compliant** Version of Lab Manager. Earlier versions worked fine after the year 2000, however, Version 16 expanded all date fields to show the full 4 digit year. For example, prior to Version 16, dates were shown as 01/01/98 while Version 16 would show the date as 01/01/1998. This small change made the transition from 1999 to 2000 much easier.

Through out Lab Manager's history, speed and convenience were always a top priority. Every new version brought new features, increased speed, new reports, increased capacities, better documentation, and more of what the users were asking for.

Lab Manager for Windows

In 1997, the first Windows version of Lab Manager was released. **Lab Manager 97** for Windows was a 16 bit application written in Microsoft Access 2.0. This new Windows version supported the true “look and feel” of other Windows applications and integrated very well with other Microsoft products like Word, Excel, and Publisher. For example, with just a few mouse clicks, a user could export account sales information to Microsoft Excel and create custom reports and graphs of that data. Never had that task been so easy.

Using the very powerful word processing capabilities of Microsoft Word, a user could easily create marketing letters and let Word merge account names and addresses from Lab Manager into the document. Using Microsoft Publisher, the user could create professional looking price lists and print them with account information from Lab Manager. It seemed like the sky was the limit to what could be done with Lab Manager for Windows.

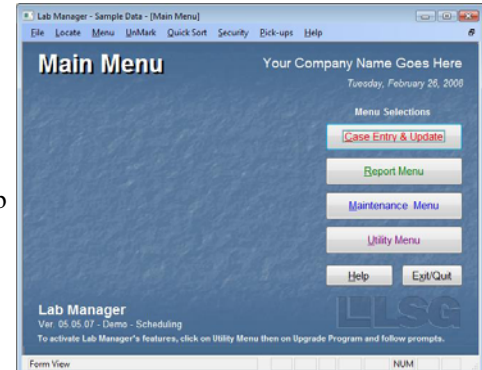
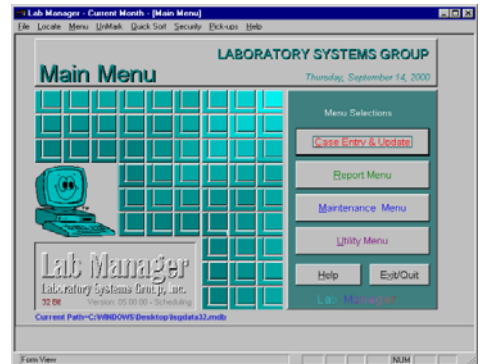
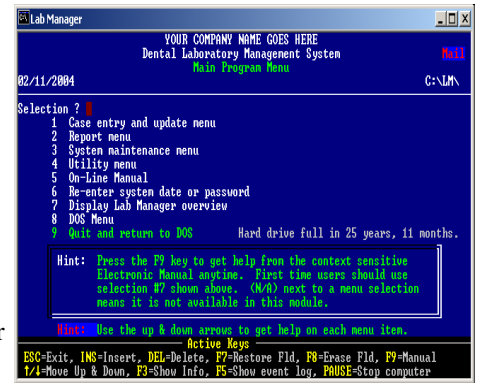
In 1999, **Lab Manager 99** was released. This new 32 bit version of Lab Manager was written using Microsoft Access 95 which added many new features such as scheduling and technician production and supported all versions of Windows from 95 and up. Where Lab Manager 97, being a 16 bit application sometimes had trouble running on the brand new versions of Microsoft Windows, Lab Manager 99 ran like a champ. Lab Manager 99 also added touch screen support which quickly became popular in larger dental laboratories. This new technology was used to capture technician production (in the same way that bar codes did) and could also be used in the shipping department to locate cases that needed to be shipped.

In Late 1999, **Lab Manager 2000** was released building on Lab Manager 99. New YTD and production reports were added along with, new work ticket, invoice, and statements forms to meet ever growing needs. The Lab Manager manual was also expanded at this time.

In 2006, **Lab Manager Version 6** was released. This brand new version of Lab Manager was written in the Microsoft “.NET” (pronounced Dot Net) environment adding tremendous power and flexibility. Version 6 was designed around a report generator to allow the user to modify everything that prints from the smallest mailing label, to work tickets, invoices and statements, to each and every report adding a level of customization never before available in a dental laboratory software program. Another big improvement was in the database portion of Lab Manager. Version 6 made good use of SQL, a database standard bringing increased speed and reliability to all of Lab Manager’s database operations.

Many other improvements were included in Version 6, such as a QuickBooks interface, support for “Open Item” accounting, more flexible (user definable) invoice terms, unlimited price lists, technician based scheduling, and built-in video help to make learning to use Lab Manager even easier. Version 6 was LSG’s most ambitious programming project to date taking years of research and development and costing hundreds of thousands of dollars. It was designed and written to be flexible, customizable, reliable, and expandable. To reflect the many changes that had been made to Version 6 since its release, we changed its name to **Lab Manager Premium**.

As Version 6 grew in popularity, we saw a need to release an update of the older Version 5 that would appeal to the diehard Version 5 users. This update started life as Version 5.5 and then was renamed to **Lab Manager Professional** to describe its professional new look and features. Unlike the version it replaced, Lab Manager Professional supports all of the latest versions of Windows and also supports all of the RAM that Windows supported.

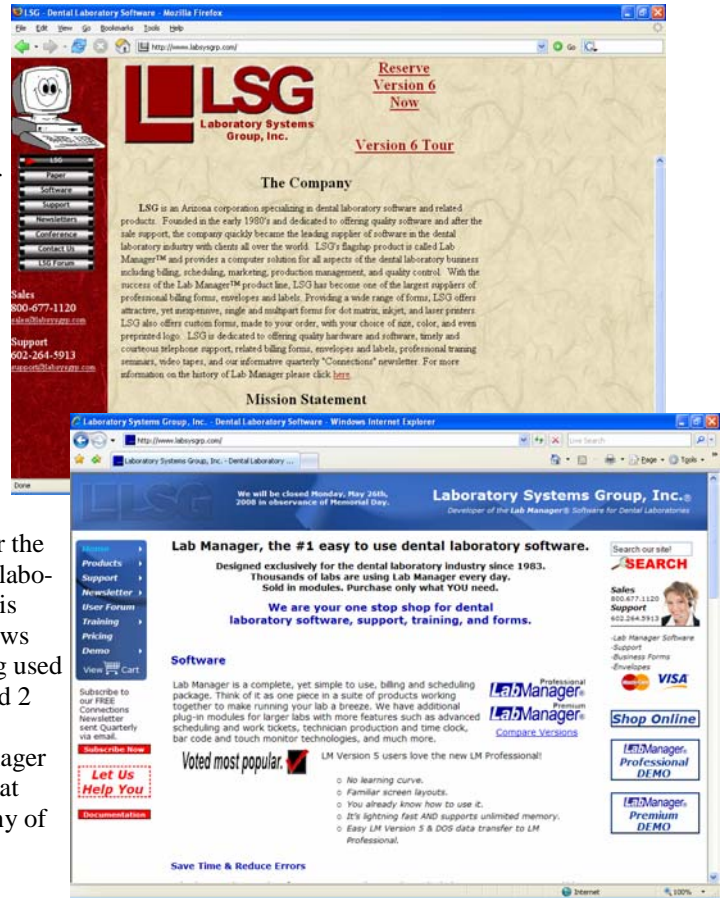


The Internet

LSG set up its own **website** in 1998 at www.labsysgrp.com. From there, users could order products, check prices, get support via our “forum” or by email, get detailed information about our products and services, read past Connections Newsletters and download updates, patches, documentation, and drivers.

Summing It Up

What started out as a humble dental laboratory management system for the TRS-80 computer in the 70’s has grown into the most popular dental lab program on the planet. Lab Manager is used every day all over the world by more dental labs than all of the other dental laboratory programs combined. What started out in DOS is now available for all of the current versions of Windows from Windows 95 and up. And what started out being used by small laboratories is now being used by small 1 and 2 technician labs *as well as* 100+ technician labs. So whether you have a small lab or a large one, Lab Manager is the product of choice and if you want a company that will stand with you after the sell, LSG is your company of choice.



Continued Education

For many years, LSG has hosted annual user conferences to provide further education on Lab Manager and other topics important to the dental laboratory industry. The conferences typically last between 1 and 3 days and often include guest speakers from around the country. In addition to intensive training on the Lab Manager program, other topics covered at the conference vary from marketing, business management, employee issues, and accounting; all to improve the quality of work in the laboratory.

Each conference is carefully designed to provide the following;



- Training on the Lab Manager program with the use of giant screens
- Training on other topics, important to dental laboratories presented by guest speakers
- Computer lab filled with computers for hands on help
- Lunches and dinners to promote networking between attendees
- Fun, by providing special events such as golf tournaments, parties, and entertainment