

Case Study

**LabVantage  
Solutions builds a  
scalable, trusted  
knowledge  
foundation with  
RightAnswers**



## INDUSTRY

**Life Sciences / Laboratory Informatics Software**

## COMPANY

**LabVantage**  
Somerset, New Jersey  
[labvantage.com](http://labvantage.com)

LabVantage Solutions develops LIMS (Laboratory Information Management Systems) and laboratory informatics software used across industries where quality and regulatory compliance are non-negotiable. Their software sits behind the testing and quality assurance of medications, blood transfusions, diagnostics, and consumer products.



**LabVantage's** clients depend on expert-level support, so keeping internal expertise organized and accessible is a critical strategic priority.

They turned to RightAnswers because they needed a purpose-built knowledge management platform that could bring all their scattered expertise into a single, reliable system.

# Setting the stage: The velocity crisis

## Before overhauling its knowledge management strategy, LabVantage faced some growing challenges:

- The pace of new information—product updates, customer requirements, and support resolutions—was outrunning the company's ability to capture and share it.
- Critical expertise lived in fragmented SharePoint folders, static documents, and the minds of individual contributors.
- Staff had to leave their primary tools and navigate separate portals and tabs to find answers, leading to friction and slower resolution times.
- There was no structured process for creating, reviewing, or retiring knowledge content. Over time, information became stale, and teams lost trust in the system.
- Existing tools delivered raw files, not actionable guidance.

As generative AI tools entered the landscape, LabVantage recognized the risk: **you cannot safely deploy AI if it pulls from unverified, outdated information.**

*"Retaining organizational knowledge has always been in the forefront of our practices. We've always had this balance between information and answers. You could have volumes of encyclopedias, but you didn't always have good answers."*

**– Jeff Vannest**

Senior Director of Knowledge Management  
LabVantage Solutions



# Finding a partner with a roadmap

*"We had vendors say, 'We're not really there yet. We're not thinking about it.' I needed at least someone to say, 'We've got plans, or we've got our eyes on it.'"*

**Jeff Vannest**

Senior Director of Knowledge Management, LabVantage

Jeff Vannest's first assignment as Director of Knowledge Management was to tune the search algorithm in SharePoint.

**This exercise quickly revealed the root problem:**

- SharePoint is a document repository, not a purpose-built knowledge platform.
- It stores information but does not deliver precise answers, enforce review cycles, or offer the governance controls required at an enterprise scale.

**In their vendor evaluation, the requirements were clear. They needed:**

- A platform built specifically for enterprise knowledge management.
- Support for complex, long-form knowledge work, not just ticket deflection add-ons.
- A committed product roadmap.

Many vendors fell short by offering only generic CRM integrations. **RightAnswers stood out by backing up their roadmap with concrete plans and vision.**



# From proof of concept to scalable impact

LabVantage moved beyond early experimentation to operationalize knowledge at scale. Partnering with RightAnswers, the team built a system that delivers accurate, trusted answers across teams, workflows, and regions.

## How we did it

**Unified foundation:** Centralized fragmented knowledge into one trusted source of truth.

**Structured governance:** Adopted KCS-aligned workflows to author, review, and retire content with consistency.

**Responsible AI:** Grounded AI in validated knowledge, keeping outputs accurate and compliant—even in regulated environments.

**Contextual delivery:** Used taxonomy and access controls to serve each user precise, relevant answers.

**Continuous evolution:** Aligned on a long-term, knowledge-first strategy that grows with the business.

## Key Takeaway

Trusted AI starts with trusted knowledge. By pairing structured governance with grounded AI, LabVantage scaled support without sacrificing accuracy or compliance.



# Building a knowledge foundation that lasts

## LabVantage chose Upland RightAnswers for three critical reasons.

1. Purpose-built architecture
2. Seamless integration of Knowledge-Centered Success (KCS) workflows
3. A transparent, product-first roadmap

## RightAnswers provided:

- A dedicated KM platform supporting the full knowledge lifecycle (creation, validation, publishing, retirement).
- In-context answers rather than relying on basic file search.
- The ability to consolidate

knowledge across professional services, R&D, and customer support.

Now, instead of fragmented SharePoint folders and isolated email threads, LabVantage operates with a single, structured knowledge base where content is authored, validated, and delivered with accountability.

## Leading the next era of intelligent support

LabVantage believes that automation should empower human expertise, not replace it. With RightAnswers' KCS verified solution, their support teams now benefit from:

- Strict author and approver workflows, ensuring every article is reviewed before reaching

end users.

- Accurate, AI-powered knowledge that supports both speed and trust.
- Generative Answers and the Knowledge Assistant surfacing validated, precise answers instantly.
- Reduced time spent searching for information and elimination of risk from unverified data.
- Advanced taxonomy and permission controls to deliver the right information, at the right time, to the right people.

## Knowledge with Trust, AI with Purpose.

Upland RightAnswers is the AI-powered, leading KCS v6 verified solution for configurable, scalable knowledge creation and delivery. Tailored for complex enterprises, RightAnswers allows customer service teams to quickly troubleshoot issues and satisfy customers.



RightAnswers

For more information visit: [uplandsoftware.com/rightanswers](https://uplandsoftware.com/rightanswers)

