

How Chicago Testing Laboratory Went from Multiple Platforms to One

Chicago Testing Laboratory, a Chicago-based construction materials testing firm, relied on multiple disconnected platforms that created daily friction. This case study shows how the firm adopted Omnant to consolidate systems, improve field visibility, and gain the flexibility to grow.

The Challenge

Chicago Testing Laboratory wasn't lacking systems. It was overwhelmed by them. Management and laboratory teams worked in a platform that wasn't web-based, making real-time field visibility nearly impossible. Payroll alone required three separate platforms, and everyday tasks meant toggling between paper, spreadsheets, and software just to get through the day.

As the company grew, it became clear the old way of working wasn't going to scale. Chicago Testing Laboratory evaluated four platforms in total, comparing each on price, functionality, and room for growth. Without a unified solution, productivity, reporting speed, and the ability to grow were all at risk.

The Approach

1

Thorough evaluation process

Chicago Testing Laboratory evaluated four platforms, comparing each on price, functionality, and room for growth. Omnant checked every box at a price they liked, with room to grow.

2

Immediate implementation

CTL began implementation in January. The Omnant team handled everything from base setup to report formatting, with no pushback on any changes.

3

Results after implementation

The team adapted quickly with minimal disruption to daily operations. Reporting became faster, field visibility improved, and results were immediate from day one.

The Solution

Systems consolidated

- Reduced from three platforms to one
- Eliminated daily context-switching for staff
- Single system for management and laboratory operations

Workflow improvements

- Web-based platform providing real-time field visibility
- Faster reporting from field to management
- No more toggling between paper, spreadsheets, and software

Custom development

- Invoicing module built at CTL's request
- Report formats modified to CTL's specs
- Platform configured to support growth

Support and responsiveness

- Fast, reliable response to every question or issue
- No pushback on customization requests
- Seamless onboarding from day one