



MACQUARIE
University
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Macquarie University (Sydney, Australia) is committed to world-leading research and has been recognized for its results under the Australian Government's most recent Excellence in Research for Australia evaluation. Their extensive animal research program supports important biomedical research that focuses on improving treatments and understanding in neurological disorders, dementia, degenerative nerve diseases, glaucoma, and more.

Situation

Macquarie sought an integrated system that could be used across areas such as animal husbandry, animal monitoring, compliance, and related processes. Of particular importance was strengthening animal management to improve breeding controls and gain visibility into animal locations, statuses, and histories. This would support compliance so that any surfacing issues would be accompanied by documentation showing what happened with an animal, how it was addressed, and what the outcome was.

Implementation

Upon selection of **tick@lab**, a-tune assisted Macquarie with data setup, process guidance, and advanced training for system administrators. This also included configuring templates to align with specific needs and promote information consistency and accuracy. Macquarie also recently moved to **tick@lab 3.0** which features an upgraded user interface for improved navigation and intuitiveness.

Outcome

Macquarie has used **tick@lab** since 2017 to support key components of its animal research operations. In-house system expertise is now in place so that new users can be trained and supported as needed. **a-tune** provides on-demand assistance when any system issues or questions arise and also helps with the rollout of **tick@lab** updates as new features and functionality become available.



"I really appreciate that a-tune is forever trying to improve tick@lab. I think they're doing a great job and I love their support."

***– Dr. Ronny Eidels,
Head of Macquarie
Animal Research Services***
