



Large Biotech

CHALLENGE

As the California piece of a large, national biotech grew quickly, the Head of Lab Operations determined their current lab support program, comprised solely of internal staff, was no longer meeting their rapidly growing and evolving lab support needs. With turnover, inconsistency in support, and lack of process becoming an increasing concern, they decided to explore alternate solutions.

ACTION

The decision was made to let “experts” handle their lab support, freeing up internal resources to focus on science, and they converted to an insourcing model. Through research, and after receiving positive feedback from other customers, this client decided to leverage the expertise of ManagedLab Services and began contracting their 4 person lab support team with them in 2014.

HOURS OF ON-SITE SUPPORT

HOURS RETURNED TO SCIENTISTS FOR PRODUCTIVITY

DEPARTMENTS SUPPORTED

BIOLOGY

CHEMISTRY

PHARMACOLOGY

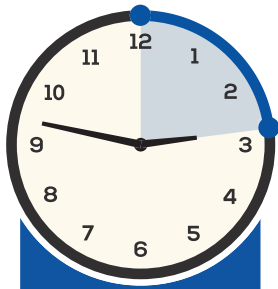
COMPOUND LIBRARY

CRYSTALLIZATION

FACILITIES

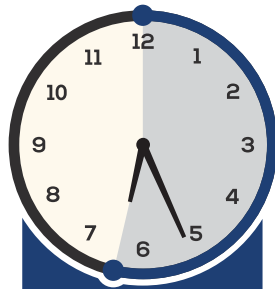
LAB MANAGEMENT

ANALYTICAL CHEMISTRY



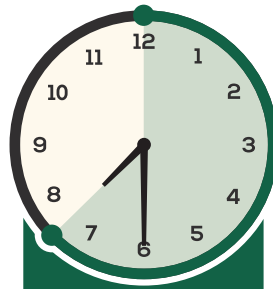
2014

3,972 HOURS



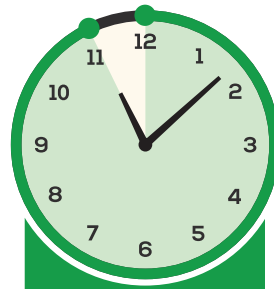
2015

9,191 HOURS



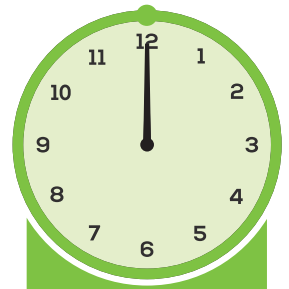
2016

10,733 HOURS



2017

15,922 HOURS



2018

17,160 HOURS

Started with 1 contracted technician, later converting entire team of 4 to ManagedLab.

Added 1st bench support position.

Added 2nd bench support position in a new department, began support of 2nd site.

Began supporting 3rd site in another city.

Began supporting 4th site.

Added facilities support and added support of a 6th department.

OUTCOME

By working closely with key client stakeholders, ManagedLab was able to match support personnel with independent departmental client culture, leading to successful integration into the site and easy adoption by customer scientists. High touch management and a focus on process and documentation has enabled consistent support over the last 5 and a half years. Nimble responsiveness to change in organizational needs has enabled this client to utilize ManagedLab Services across 4 sites, multiple cities, and spanning 8 departments. Management has eliminated the burden of managing lab support from site leadership, as they now have a single point providing their lab support..