

Scaling Up

CHALLENGE

The local subsidiary of a large Pharma was growing fast. They required more support than their current lab services team could handle, they needed to prepare for a merger with another business unit, and lastly, they needed to prepare for a large upcoming move.

ACTION

To improve consistency and scalability ManagedLab Services was contracted to:

- 1 Increase on-site support team and associated support services to coincide with organizational growth.
- 2 Organize, optimize, and document current lab programs (example: asset and consumables inventory management) and processes.
- 3 Optimize scientist productivity by creating a "Science-Ready" lab environment through a full-portfolio of support services supporting the scientific team.

NEW RESEARCHERS

Client has grown from 70-200 researchers



TIME EFFICIENCIES

Steady increase of hours returned to science, from 2,900 in '09 to 23,000 in '18



LAB MOVES

Assisted client with 3 facility moves over 5 years



ASSETS MANAGED

Currently managing more than 2,000 assets for client



DOCUMENTATION

More than 150 processes documented & performed



OUTCOME

In 2009 this client contracted part-time lab management through ManagedLab Services, who focused on organizing the existing lab facility, getting a handle on asset management, and preparing for the upcoming move. A support technician was added shortly thereafter to handle media prep, glass wash, and inventory. Over the last decade, ManagedLab Services has been able to respond quickly to changes in site pressures and now supports the site comprehensively from a lab support standpoint. With a team of 12, ManagedLab works closely with the client Lab Operations team to ensure that scientists are able to maximize their time doing research.

TIMELINE

LAB MANAGEMENT
+ 1ST FACILITY MOVE

2009

2010

LAB SUPPORT +
2ND FACILITY MOVE

BENCH RESEARCH SUPPORT
+ 1ST SPECIALTY LAB SUPPORT

2012

AUTOMATION DEPARTMENT
SUPPORT

2013

BENCH SUPPORT FOR
ADDITIONAL DEPARTMENTS

2014

2015

CORE FACILITY
SUPPORT

ADDED SPECIALTY
MEDIA PROGRAM
+ HUSBANDRY SUPPORT

2016

SUPPORT ADDITIONS OVER THE LAST DECADE