







## Unlock Innovation: Consolidated Equipment Maintenance Contracts for Cost Savings in Biotech





### AT A GLANCE

-  **Operating Budget**
  - \$226 Million
-  **Research Expenditures:**
  - \$177 Million
-  **Customer Since**
  - 2019

### KEY METRICS

-  **3,051,129**  
DEM Service Contract Cost
-  **\$2,423,487**  
SU Service Contract Cost
-  **\$627,642**  
Total Savings

### BENEFITS

-  **Comprehensive Coverage**
-  **Vendor of Choice**
-  **One Point of Contact**

### CHALLENGES

In 2019, a clinical-state biotechnology company that is developing therapies for rare diseases. The new administration was challenged with finding a way to cut costs and better manage their current service agreements. There were 4 locations with contracts all on different start dates with over 40 manufacturers and over 120 pieces of equipment. They also were struggling to find a good system to track expiring warranties from new capital acquisitions.

### SOLUTION

The solution found by the biotechnology company was to use SU's Equipment Maintenance Program for consolidation, cost-savings and control. In 2018, the procurement team began discussions and meetings with SU which then resulted in the gathering of all current service agreements and a proposal to cover all equipment to include incubators, HPLC's, freezers, microscopes, PCR systems, flow cytometers, liquid handling systems just to name a few. SU's proposal would be more cost effective and efficient from a management process from the current processes.

### RESULTS

To date, the Biotechnology facility has saved over \$627K and is able to do more research with less hassle and the highest level of support through SU's program. Additionally, SU was able to offer their warranty watch feature to ensure that no service agreements for new purchases lapse in coverage and all critical equipment is covered by a maintenance contract.

"We're happy with SU's service and like the reminders we receive to schedule PM visits. Their reps are helpful and timely when we need assistance."

-Lab Operations Director

GET IN TOUCH



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