



Equipment Solutions Case Study

Laboratory Shaker: Bespoke, cost-effective solution minimises downtime and provides cost saving

Challenge: The customer was experiencing difficulties with their floor-standing incubator shaker which was impacting their daily workflows and causing disruption. They required an urgent replacement for their first-floor laboratory.

Solution: Our team worked closely with the customer to provide a prompt, cost-effective and bespoke solution to meet the customer's needs.

Result: Careful collaboration minimised downtime for the customer, ensured trouble-free delivery and installation, and provided an effective purchasing solution.



Take a closer look ...

Challenge:

A life sciences organisation required a new large capacity floor-standing shaking incubator. Their existing unit had failed and this was significantly impacting their work. The customer needed an urgent replacement shaker.

In addition to the urgency of their requirement, there was an added complication: their laboratory was located on the first floor and an equivalent replacement shaker would not fit within the building's lift. The customer also required the removal of their existing large shaker for appropriate WEEE disposal. Again, this could not be accommodated within the lift.

As a new customer to Medline Scientific and purchasing high-end laboratory equipment, a bespoke payment agreement was required that would also satisfy the customer's procurement procedures and enable prompt delivery of a stocked shaker.



Solution:

After careful discussion with the end-user about their application and requirements, our Territory Manager established which models from our range would be appropriate and which could be supplied urgently from our stock. We were able to provide the customer with a cost-effective and high-quality solution.

To satisfy the customer's particular purchasing procedures, our Sales and Purchasing teams put together a bespoke payment solution that enabled the order to proceed.

Next, we provided the customer with two solutions to pre-plan how the large shaker could be transported in and through the building, and sited within the laboratory on the first floor. One solution offered the quickest turnaround and delivery, without an onsite survey. The second option, preferred by the customer, involved a detailed site survey. This solution would take a little longer, but provide added peace-of-mind by ensuring a trouble-free delivery.

Working with our specialist delivery partners, we organised a site survey to determine exactly how the shaker would be transported and sited within the customer's laboratory. The same route would also be used to remove the old shaker for WEEE disposal. A prompt delivery date was scheduled once the site survey had been completed.

Result:

The customer was happy with the swift delivery and the efficient siting of their new shaker into their first floor laboratory. The level of support provided by Medline Scientific, and in particular our Territory Manager, throughout the process was also appreciated.

Our ability to troubleshoot and provide flexible solutions meant that the end-users within the lab received their replacement equipment as promptly as possible. This minimised disruption to their work.

The bespoke payment solution offered by Medline Scientific played a key part in preventing further delays and minimising any downtime that the customer experienced.

"I would like to give credit to our Territory Manager for his continuous support during our recent purchase of a floor-standing incubator shaker. He was very prompt with his tasks and always gave me feedback on time. Also, very importantly, he was keen to troubleshoot and provide solutions when problems appeared. I would like to stress, that we are very satisfied with Ali's contribution and continuous help to ensure the shaker is in our lab on time and in perfect working order."

Mike, Betatec Hop Products

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