



Equipment Solutions Case Study

Laboratory Start-up: Prompt and tailored equipment package prevents delays

Challenge: The customer had a short deadline and limited budget to purchase everything they required for their new laboratory.

Solution: Medline Scientific worked closely with the customer and our supplier partners to provide a prompt, bespoke, and cost-effective solution.

Result: The end users received all the equipment on site, in time for the opening of their lab, and within their budget requirements.



Take a closer look ...

Challenge:

A life sciences research organisation required several pieces of laboratory equipment in time for the scheduled opening of their new laboratory.

The customer had a short deadline and limited budget to purchase and install everything they required for their new lab. At the time, the minimum manufacturing lead times were 12-16 weeks for some of the equipment required by the customer. Covid-19 restrictions were also in place making site access for equipment installation surveys complicated.

As a brand new customer to Medline Scientific and purchasing multiple pieces of high-end laboratory equipment, a bespoke payment solution was required that would also satisfy the customer's procurement procedures and prevent delivery delays.



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Solution:

Although the customer had already received quotations from various other suppliers, they approached Medline Scientific to discuss purchasing a number of products, including: Several refrigeration units, two Class II cabinets, and an autoclave.

After consultation with the customer's purchasing team, we approached our supplier partners to ensure that we offered the most cost efficient options available and, more importantly, a quick turnaround of the required equipment. Our supplier partners agreed to expedite the orders to keep the lead times down to a minimum for the customer. Next, Medline Scientific's team worked closely with the customer's procurement team to find a bespoke payment solution. Pleased with the high level of sales support provided by our Territory Manager and the wider business, the customer opted to place their order with us.

Adhering to the current Covid-19 restrictions, our Territory Manager organised a required pre-delivery site survey. During this site visit, the end users raised concerns regarding the planned delivery of the autoclave; concerns which could have resulted in a delay to installation. To prevent the need for a second site visit and avoid any delays, our Territory Manager set about finding a suitable solution whilst still on site.

After further consultation with the end users and detailed coordination with the manufacturer, a resolution was found to ensure that the autoclave could be successfully delivered to point-of-use.

Result:

The end users were very satisfied with the outcome: All of the equipment was delivered on time and before the scheduled opening of their laboratory.

The customer appreciated our high level of sales support throughout the entire process—from quotation right through to installation and operation.

They were also happy with our Territory Manager's determination to trouble-shoot and find swift resolutions when any problems arose during the process.

Our ability to offer bespoke payment solutions played a significant part in minimising any delays for the customer.

For more information or to discuss your requirements, please contact us: **01865 400321**

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