Medium Enterprise Health Care Company

Introduction

This case study of a medium enterprise health care company is based on a May 2019 survey of Thermo Fisher Products and Services customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

"Providing robust glycerol-free enzymes that performed in our assays as required without the need for big changes in formulations/processes. Providing reliable technical support and flexible supply service."
- R&D Manager

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Thermo Fisher Products and Services:

- Challenges they were experiencing with their previous supplier(s) that prompted them to evaluate Thermo Fisher Lyo-ready enzymes:
  - Difficulty integrating lyophilization-compatible enzymes into existing protocol

Use Case

The key features and functionalities of Thermo Fisher Products and Services that the surveyed company uses:

- Thermo Fisher Lyo-ready enzyme(s) for which they have included in their molecular assay:
  - Lyo-ready Platinum Taq DNA polymerase

Chose Thermo Fisher Lyo-ready enzymes for their molecular diagnostics kits for the following reasons:

- Large selection of enzyme options for reverse transcriptases and DNA polymerases
- Compatibility with our assay design and platform
- Proactive rather than reactive partnership (e.g., support, troubleshooting, consulting, etc.)
- Applications for which they already use Thermo Fisher Lyo-ready enzymes:
  - RT-qPCR/qPCR assay
  - Multiplex PCR

Results

The surveyed company achieved the following results with Thermo Fisher Products and Services:

- Improvements they have achieved using Thermo Fisher Lyo-ready enzymes in their assay development:
  - Robust amplification of challenging templates (e.g., low-purity, degraded)
  - Increased sensitivity/yield
  - Reproducible assay with batch-to-batch consistency
  - Minimal optimization

- Thermo Fisher capabilities compared to other suppliers evaluated or used for lyophilization-compatible enzymes:
  - Breadth of product portfolio and customization capabilities: significantly better
  - Dedicated and responsive customer/technical support: significantly better
  - Scalability to support your future commercialization needs: significantly better