



3DEXPERIENCE®

# TRANSFORMING PHARMACEUTICAL INNOVATION AT A CRO WITH BIOVIA ONE LAB

Use Case



### **Challenge:**

Siloed systems/modules, manual workflows, and compliance efforts and risks

### **Solution:**

BIOVIA ONE Lab

### **Results:**

- Estimated \$10M savings per year
- 20% increase in GMP lab efficiency
- 80% of scientists preferred using the new BIOVIA solution

## **THE CUSTOMER: A GLOBAL CRO**

This BIOVIA customer is a leading global contract research organization (CRO) specializing in drug discovery, development, and laboratory services. With a strong commitment to advancing healthcare, this customer partners with biopharmaceutical companies to deliver life-changing therapies to patients worldwide.

### **CHALLENGE: MANUAL WORKFLOWS AND SILOED SYSTEMS**

This customer faced operational inefficiencies that slowed its ability to deliver the high-level results its clients depend on. The organization was burdened by manual workflows, siloed systems, and difficulties in generating timely reports. These challenges not only introduced inefficiencies but also posed increased risks to compliance—an essential factor in the pharmaceutical industry.

### **SOLUTION: AN INTEGRATED LAB INFORMATICS SYSTEM WITH BIOVIA ONE LAB**

To address these challenges, the customer implemented BIOVIA ONE Lab, a comprehensive digital laboratory solution that integrated with existing systems and automated key processes. BIOVIA ONE Lab is designed to modernize lab operations by creating a cohesive, streamlined system capable of handling everything from experimental workflows to reporting. This platform provided real-time visibility into customer data, allowing for proactive identification and resolution of any issues or concerns. It also streamlined workflows and generated timely reports to inform customers of project progress. Additionally, the platform offered improved compliance tracking, ensuring adherence to industry regulations. Overall, BIOVIA ONE Lab enabled the customer to increase efficiency and deliver higher-quality results.

*“Implementing BIOVIA ONE Lab has been a game-changer. The platform streamlined our workflows, reduced human error, and significantly improved efficiency across our bioanalytical labs. We’re now able to deliver high-quality results faster, meeting tight timelines without compromising accuracy or compliance.”*

—Director of Operations, Leading CRO

## **RESULTS: INCREASED EFFICIENCY THROUGH STANDARDIZATION AND AUTOMATION**

The transition started with a rollout of BIOVIA ONE Lab at a key site that served 1,800 users. Impressed by the value delivered, the customer extended the solution to two additional sites, scaling up adoption rapidly with 80 users deployed in just 30 days.

Additionally, the customer created a shared center of excellence to support ongoing improvements, leveraging project management, technical expertise, and 24/7 support to ensure scalability and sustainability.

The implementation of ONE Lab resulted in significant improvements. The organization saw increased efficiency and productivity by automating manual processes and integrating systems. Real-time visibility enabled faster issue resolution and enhanced customer communication, leading to higher satisfaction rates. Moreover, the improved compliance tracking reduced risks and improved overall project outcomes.

### **KEY OUTCOMES**

The implementation of BIOVIA ONE Lab brought transformational improvements across the customer’s operations, including:

- **Efficiency Gains and Cost Avoidance:** Achieved more than \$10 million in annual cost savings.
- **Digital Transformation:** Shifted 60% of lab paper notebooks to digital records in ONE Lab, significantly reducing manual errors and streamlining data recording.
- **Compliance Improvement:** Projected a 20% reduction in quality and compliance events by adopting the digital BIOVIA ONE Lab solution.
- **Data-Driven Operations:** Enabled comprehensive experimental productivity tracking, internal metrics, and operational dashboards with digitalized data and procedures.
- **User Satisfaction:** 80% of surveyed users preferred the BIOVIA solution, citing ease of use and streamlined processes.

### **SCALABILITY AND LONG-TERM IMPACT**

The customer plans to expand BIOVIA ONE Lab’s usage to support additional areas such as quality control (QC), reference standards, biomarkers, and vaccine projects. The success of the ONE Lab solution in supporting clinical testing in bioanalytical labs provides a strong foundation for growth and innovation within the customer’s global operations.

Through this collaboration, the customer has addressed its operational challenges and established a forward-thinking digital infrastructure that aligns with its mission of revolutionizing drug development and delivery.

## CONCLUSION

The customer's partnership with BIOVIA has not only addressed its operational challenges but also enabled the organization to better serve its customers. By streamlining processes, improving communication, and enhancing compliance tracking, the customer has positioned itself as a trusted partner in drug discovery and development. This success demonstrates the value of investing in customer success for long-term growth.

Furthermore, BIOVIA ONE Lab remains a vital component of the customer's strategy for operational innovation. With enhanced compliance, efficiency, and scalability at its core, the customer is well-positioned to lead the way in pharmaceutical research and development, delivering life-saving treatments faster and more effectively. This successful implementation serves as a testament to the value of investing in customer success for long-term growth and success, positioning the customer for even greater achievements in the future.

Learn more about how BIOVIA ONE Lab drives innovation across the pharmaceutical industry and beyond.

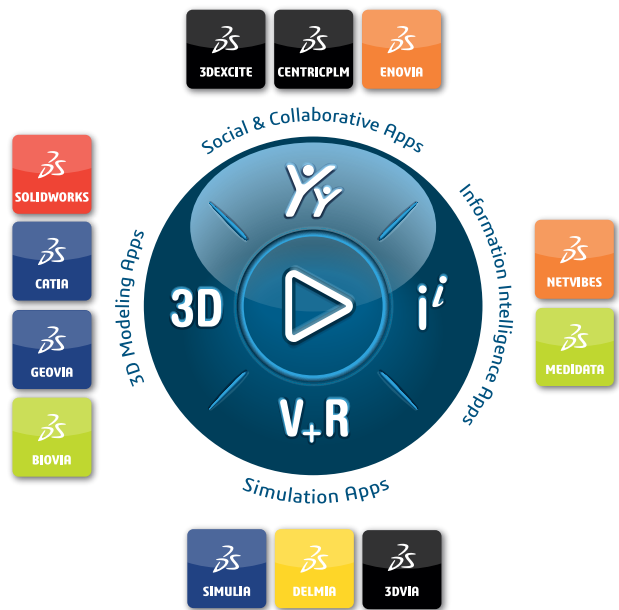


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