

# DENS Serves as a **True Extension** of the Client Team

This DENS client is ushering in an exciting new era in cellular medicine. Its innovations make it possible to use red blood cells as the foundation for an entirely new class of cellular therapies, which are transforming the treatment of cancer and autoimmune diseases.

Recently, the client moved its growing research and development operation from a small laboratory to a brand-new, state-of-the-art facility that would better meet its evolving needs.

## **The Challenge**

Making the transition from one lab to the next proved to be a daunting task. Not only did it require the careful management of existing inventory, but it also demanded coordination between the client's lab managers and the vendors responsible for lab set up and organization.

Early on, the client discovered issues with certain pieces of vital equipment, including bioreactors, which create an environment for enzymes and cells to transform biochemicals into usable products. The pressure of bioreactor tanks was inconsistent, resulting in a headache for the client and delaying crucial research and development.

Periodic equipment failures led the client to lose confidence in vendors and their ability to support the company through rapid growth and expansion. So, the team turned to DENS to manage its facilities and provide top-level lab support.

## **The Solution**

DENS' first priority was filling in the gaps between the client's existing vendors and lab managers. By leaning on years of project-management experience, DENS was able to keep the enterprise moving forward, all while repairing non-working equipment and implementing new standard operating procedures.

DENS is also known for its creative problem solving, which it employed in finding a solution to the client's bioreactor issue. When DENS team members discovered that the tanks were over-pressurized, they worked backward to determine that the regulators should be tightened to release the minimum amount of pressure needed to effectively carry out the job. The problem was quickly resolved, enabling the client to resume its imperative work.

At every stage of the transition, DENS exhibited the willingness and flexibility needed to help the client realize its vision of transforming therapies for patients with severe diseases. From overseeing a smooth facility transition to offering exceptional technical support, DENS exceeded the client's every expectation.



## **The Outcome**

DENS played a vital role in helping the client regain confidence in the infrastructure of its lab. The client needed a partner that could be trusted to maintain operations without requiring regular instruction or intervention from its team. During this critical time, DENS stepped up to manage the lab with care and vigilance, thus allowing the client to focus on pioneering medicine.

The key to the partnership is DENS' commitment to the client, which remains as strong today as it did at the start. As an extension of the team, DENS is proud to be part of the advancement of these life-changing therapeutics.

