

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

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Medium Enterprise

Industry:
Health Care

About Thermo Fisher Products and Services

Thermo Scientific molecular biology products include innovative high-quality reagents and plastic consumables designed to deliver reproducibility and performance for every step of your molecular biology workflow. We offer reliable solutions for your molecular biology applications, including these well-known products from Thermo Scientific: FastDigest Restriction Enzymes, GeneRuler DNA Ladders, Maxima Reverse Transcriptases, and Phusion High-Fidelity DNA Polymerases.

Learn More:

[Thermo Fisher Scientific](#)

[Thermo Fisher Products and Services](#)