



Agilent Pharmaceutical Case Study: Pfizer

# Reaching Beyond Expectations

Agilent  
**CrossLab**  
From Insight to Outcome

## Pfizer dramatically increases laboratory efficiency

The Pfizer site in Perth, Australia, is a continuously running production facility that demands high throughput from dozens of analytical instruments at all times. The quality control and oncology labs were experiencing suboptimal operations with instrument downtime as high as 50% due to a lack of strong support from local contractor services.

Using a combination of data intelligence and expert guidance, the Agilent team was able to dramatically transform laboratory operations, attaining nearly 100% uptime.

A comprehensive assessment of key performance metrics provided insight into instrument redundancy, which enabled the lab to remove one-third of its fleet. That, in turn, freed up capital to replace older systems with new ones.

Transforming laboratory operations to the highest possible efficiency is a journey about change, requiring long-term focus and guidance from knowledgeable experts.

**Pfizer indicated that Agilent's unwavering commitment, transparency, and willingness to go the extra mile were the primary reasons that gained their trust in Agilent.** Due to quick responsiveness and a customer-centric attitude, the Agilent team was fully integrated into the Pfizer family.



**“When compared to other services providers, Agilent feels more like a partner. Agilent works with us—they’re not just here to make money—and realize that we are in a business partnership. The success of one depends on the other.”**

**Craig R. Hayward**  
Quality-Control Manager  
Pfizer  
Perth, Australia

## Reliability and transparency

From the beginning, Agilent provided a CrossLab Services team dedicated almost exclusively to Pfizer. The Agilent team leader would take care of everything and coordinate all service efforts for the 24/7 production site, uniquely focused on Pfizer at all times.

Being available at any moment, the Agilent team leader responds quickly to any situation that may arise, to ensure the highest level of care.

Prior to Agilent's involvement, Pfizer was dealing with poor service metrics, suboptimal response, and delivery times with the previous service contractor. Agilent improved lab performance with one-day responses, incisive clarity, and constant communication.

Agilent engineers tagged instruments in and out, delivered services, gave updates, and explained all that needed to be done. The CrossLab Services team moved the lab from an average of 50% downtime to nearly 100% uptime.

To achieve this, five engineers were regularly onsite, coordinating and managing assets. To bring the instrument fleet back to full operational ability, the Agilent team assessed the entire installed base, which entailed identifying instruments with pre-existing conditions and examining end-of-guarantee contracts to develop a risk score for each instrument. By performing a complete hardware assessment, Agilent technical experts were able to provide guidance on maintenance, repair, or retirement.

Listing every characteristic of each instrument and being fully transparent, provided a high level of confidence in the quality of the assessment for the Pfizer management team.

## Utilization data and performance metrics

The CrossLab Services team was also cognizant of Pfizer's way of doing business, taking time to fully understand their approaches and methods. As a result, the team became tightly integrated within the laboratories. That, and two key components played essential roles in their mutual success:

- Data intelligence tools were brought to bear in the fleet assessment, along with strong data-driven reasoning to help guide decisions

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- Expert guidance provided confidence not just in fulfilling all technical aspects of the offering, but also in the character and integrity behind the offering

Pfizer analysts use various instruments throughout the day and needed a way to log service calls and contact the Agilent team immediately. Agilent's CrossLab Connect asset monitoring provided this direct contact.

Leveraging connected instruments, Pfizer was able to look at utilization data they had never seen before, including the hours of use of each instrument per day across each week. Pfizer was surprised to find that four of the instruments were heavily used, whereas others were in disfavor by the analysts. **"It was as if Agilent had turned on the lights, and Pfizer was able to clearly see what was happening in the laboratory, including details such as the cost per run per instrument," explained Craig R. Hayward, Quality Control Manager at the Pfizer site.**

Using the utilization data, Pfizer was able to balance instrument utilization and optimize the availability of all laboratory instrumentation.

## Compliance assurance and instrument qualification

Balancing of the instrument fleet was coupled with regulatory compliance assurance. To ensure that regulatory risk is kept at a minimum, Agilent configured the compliance program and instrument qualifications specifically to Pfizer's use model and measurements, aligning qualification protocols with user requirements, and ensuring consistent, paperless delivery, using Agilent's Automated Compliance Engine (ACE) software. As a result, Pfizer has consistently approved 100% of the compliance protocols.

Even though developing compliance protocols directly with Pfizer was highly successful, instrument qualifications needed special devices such as digital thermometers and flow meters to calibrate the instruments. To provide qualification services in a timely manner and be as flexible as possible, the CrossLab Services team stocked qualification kits on-site, providing a way to accelerate discovery.

## Expert care and successful outcomes

With expert service and effective communication, trust was built over time, and by reaching beyond expectations, Agilent helped Pfizer achieve a new level of laboratory performance.