



Case Study

How a 4-person biotech scaled their research team by 250% without adding Procurement or Lab Ops headcount

Introduction

An emerging biotherapeutic startup with complex international operations needed guidance building a strong procurement foundation to support rapid expansion.

With just four employees, the team partnered with the ZAGENO lab supply marketplace for lean, compliant purchasing that would take them from their initial grant through clinical trials and beyond.

Key Facts



Client

A DoD- and venture-backed biotech developing an allogeneic cell therapy, operating in the US and UK.



Challenges

Procurement bottlenecks | Grant accounting | Receiving and fulfillment delays | Complex international procurement



Solution

Partner with ZAGENO to implement solid procurement practices, simplify international operations, and streamline grant accounting and audits.



Results

Working with ZAGENO enabled the biotech to grow its research team from 2-7 (250%) FTEs with no added procurement headcount, reduce time spent ordering lab supplies by 87.5%, and avoid 10% CDMO markup.

Challenges

Scientists wasting time on ordering

Time spent on supplier setup and management, plus searching for and ordering supplies drained scientists' time

Grant funding complexities

Limited resources and lack of spend visibility made project cost allocation and auditing cumbersome.

Receiving and fulfillment delays

Lack of system for delivery confirmation and receiving across locations caused lab delays.

International billing requirements

US and UK operations each required separate billing, receiving, and administrative processes.

Solution

With just four employees and their first grant, the company partnered with ZAGEN0 and gained a mature procurement function built on best practices.

As the company scaled, ZAGEN0 scaled alongside it, adapting to changing operational needs, simplifying compliance, and giving time back to science. ZAGEN0 provided:

- A single platform to manage all lab supply purchasing across multiple countries.
- Automated cost allocation tools to ensure compliance with grant funding requirements.
- A user-friendly marketplace allowing scientists to compare pricing and availability of 40M+ products across over 5.3K suppliers.
- Seamless integration with new partners, including CDMOs, with no added administrative burden.
- QR code-based receiving tools that improved efficiency in the fulfillment process.

Results

- **Saved 2 FTEs** (lab ops/procurement) as the company grew research team size **by 250%**.
- **Reduced order processing time** by **87.5%** per experiment.
- **Avoided 10% CDMO markup** by managing purchases through ZAGEN0.
- **Increased order tracking efficiency** with ZAGEN0's QR code-based receiving system.
- **Streamlined international procurement** across US and UK operations.
- **Simplified cost allocation** for grant compliance and audits.
- **Flexible approval workflows** that evolve with financial oversight needs.
- **Built a system ready for future growth.**

Looking forward

As this biotech moves toward clinical trials, ZAGEN0 remains a trusted, scalable procurement partner. From initial grant to multinational expansion, ZAGEN0 has supported every stage of growth—and will continue to do so in the years ahead.



"In the next 2 years, we'll expand our R&D efforts and spend, both in the US and the UK. ZAGEN0 will definitely be part of that because it is a sticky platform and it grows with us." -Company COO

Contact ZAGEN0

to find out how our lab supply marketplace empowers growth, from grant to IPO.

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