



CASE STUDY

How ZAGENO helped a biotech incubator scale up and save \$1.3M in labor costs

Introduction

A new incubator mostly active in human health and climate change biotech was overwhelmed ordering lab supplies for its incubatees, as well as managing a move to a significantly larger space. That's when they turned to ZAGENO to simplify, consolidate, and automate their lab supply purchasing process.

Key facts



Client

Cambridge, MA incubator mostly active in human health and climate change biotech



Challenges

Manual lab supply ordering | Inefficiency costs | Missed cost savings | Upcoming lab move



Solution

Order automation and consolidation with ZAGENO's lab supply marketplace enabled rapid scalability | ZAGENO custom support team facilitated the lab move



Results

Using ZAGENO saved \$1.3M in labor costs, 9K hours, and saved 29% on supply costs

Challenges

The incubator was experiencing four significant growing pains:

Manual, decentralized ordering

Lab manager was using Excel and other manual methods to track and manage purchases across incubates.

Inefficient supplier setup

Time-consuming addition process for hundreds of new vendors.

Delayed receiving time

Orders were not being routed to the right resident company, resulting in experiment delays.

Biotech autonomy

Using ZAGENO saved \$1.3M in labor costs, 9K hours, and saved 29% on supply costs.

Solution

One month prior to moving to a space 14x larger, the incubator implemented access to the ZAGENO lab supply marketplace to:

- Automate and consolidate lab supply spend into a single buying channel
- Improve the speed of search and purchasing for scientists
- Eliminate time spent on manual tracking and improve receiving practices
- Improve the ability and speed to address backorder challenges and find alternatives
- Reduce the overall number of approvals, invoices, and invoice processing time
- Help streamline the lab moving process

Results

From the start, ZAGENO provided results, supporting the incubator as they grew from 7 to 53 resident companies:

- **\$1.3M in total labor savings**
- **9,000 hours total time saved**
- 329% increase in orders placed
- 660% increase in the number of ZAGENO users
- **29% quarterly savings due to price comparisons**
- **85% delivery within 3 days** of estimated shipping date

Lessons Learned

By automating and centralizing its procurement process with ZAGENO, the incubator was able to save time and money, improve scientific choice for its incubatees, and ensure that supplies would be delivered promptly, to the right scientists, and at the right price. The role of the incubator is to provide an environment in which its residents can innovate and grow, and providing a seamless, efficient, cost-effective lab supply ordering experience is a major part of their value proposition.



“This place couldn't run without ZAGENO.”

-Senior Lab Manager



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Partnering with ZAGENO helps incubators provide access to the specialized labs, equipment, tools, space, and infrastructure necessary to build transformative technologies as economically and efficiently as possible.