



CASE STUDY INSOURCING VS OUTSOURCING



Synergy Scientific Laboratory Insourcing is a program that places our internally managed laboratory services team to execute a scope of work or a project directly at the client's site, using the client's laboratories and quality systems. We collaborate with clients as a strategic partner to understand their ongoing requirements, providing a more flexible and cost-effective route to putting in place teams of specialists that can help meet a scope of work or ongoing routine activity.

Brief

Working with a major pharmaceutical company, Synergy successfully placed a fully trained, fully managed team onsite to reduce the backlog of stability and development samples in a quicker and more efficient manner than either the company or a CRO could achieve.

Option 1

Recruit a new team and train the analysts using existing team leaders

Option 2

Outsource the testing to a CRO

Option 3

Implement a Synergy Team

Option 1

Represented significant time delays and would have resulted in a further increase in the backlog. The challenges we identified were:

- Headcount approval for new staff would have taken 3-4 weeks
- Hiring in-house would involve an estimated 3-4 weeks to recruit and a further 4 weeks to train
- During this time the company's team leaders would be distracted with recruitment and training which would have resulted in a further 2 week delay on the project
- The cost of permanent headcount was a significant long-term consideration
- This solution did not provide the flexibility in resources presented by options 2 and 3.



Option 2

Represented significant resource and investment time and also incurred significant delays and increasing backlog. The challenges we identified were:

- There would be a 4-6 week delay while we identified the CRO, ensured that quotation documents and information packs were available and evaluated the quotations
- Agreeing contractual and technical requirements, as well as laboratory auditing, would have resulted in a further 2-3 week delay
- Allowing time for the technology transfer protocols to be drawn up and approved by both companies would cause a further 2-3 week delay
- 7-8 week delay performing technology transfer, writing technology transfer reports and authorising testing
- 2-4 week delay as the company's team leaders helped set up the project with the CRO
- This option was significantly more costly than option 3.

Option 3

Represented a swift and cost effective solution, which enabled the client to reduce their backlog within 2 weeks and maintain consistency. The benefits we identified were:

- A trained Synergy team could be onsite within 2 weeks from project initiation
- Backlog would be reduced after 2 weeks
- Ongoing work would be maintained and remain consistent
- Flexibility in resources, enabling the customer to flex the requirements according to workload
- Synergy represented 20-40% cost savings compared to option 2.

The customer ultimately chose option 3, whereby Synergy implemented a managed team of 6 (1 team leader and 5 analysts). The team continues to provide ongoing stability and enables the customer the flexibility to adjust requirements according to their stability workload.