

# Success story

## How high quality serum improves performance and supply stability

A global CDMO for pharma and biotech companies purchased fetal bovine serum (FBS) that did not meet performance expectations, and quickly needed a new — and reliable — product source of superior quality.

### CHALLENGE

With their existing FBS, the customer experienced clogged filters in their application, creating potential delays and driving up costs. The customer also required gamma-irradiated material in large volumes, delivered quickly. These issues were compounded by difficulty in forecasting and confirming delivery dates, due to the volatility of serum supply.

Serum is a critical component in cell culture, providing the nutrients needed for optimal cell growth. Fetal bovine serum is the most commonly used form, and collection and manufacturing techniques dictate how well naturally occurring growth factors are preserved — and thus how well it performs.

In this case, it was imperative to find a supplier that could provide consistency in both quality and supply stability, as well as ISIA certified traceability.

### SOLUTION

After a careful evaluation of the customer's process, Avantor® moved quickly to provide Premium Grade Seradigm sera and completed the required gamma irradiation in a short period of time. Strong supply partnerships and in-depth knowledge of the unique supply dynamics of the FBS market created the flexibility and stability needed to deliver large volume lots throughout the year.

### RESULT - VALUE TO CUSTOMER

Avantor's ability to act quickly, with a stable supply of quality, gamma-irradiated sera enabled the customer to avoid a manufacturing shutdown. Seradigm has a well-established track record for consistent performance, mitigating quality risks and increasing yield.

### CUSTOMER BENEFIT

The CDMO maintained a positive customer relationship through Avantor's agility in meeting process and product quality requirements, saving time and money in the end.

This is a great example of the benefit of a consultative partnership; the value provided went beyond simple procurement to instruction on the best ways to forecast quantities, source and handle the product.

The customer gained flexibility in adjusting to an ever-changing delivery schedule, regulatory support and supply chain stability for peace of mind year-round.