



Agilent Relocation Case Study – Boehringer Ingelheim

Successful relocation of GMP laboratories while maintaining full operations

"With such a big project, not only does it have to be successful but also financially viable and finished within a certain timeframe—that's what Agilent delivered. Throughout the whole process, we worked in close collaboration with the team from Agilent who helped make this project such a huge success." – Dr. Elisabeth Jisa, Head of Quality Control, Boehringer Ingelheim

As one of the world's leading pharmaceutical companies, the Boehringer Ingelheim (BI) group prides itself on the company's research and development of innovative therapies, particularly for diseases that currently lack satisfactory treatment options. The BI group's vision is clear: create value through innovation by providing better health and improving the lives of humans and animals.

Founded in 1885 and family-owned ever since, BI's more than 52,000 employees serve over 130 markets in three business areas—Human Pharma, Animal Health, and Biopharmaceutical Contract Manufacturing. Headquartered in Ingelheim, Germany, the company operates globally with 175 affiliates. Besides the business responsibility for 33 countries in Central and Eastern Europe as well as Central Asia, the company's regional center, in Vienna, Austria, is its global hub for cancer research and major facility for development and production of biopharmaceutical products. The 2021 opening of the Large-Scale Cell Culture (LSCC) laboratory added one of the most advanced facilities of its kind in the world.

In addition to the LSCC, a new laboratory building was constructed, giving BI an opportunity to consolidate and relocate some of its microbial quality control (QC) functions from older labs to onsite.

The successful relocation of:

- 283 instruments
- 22 vendors
- Seven laboratories
- Two offices...

All with zero problems!



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But a relocation of this size would require much more than simply hiring a moving van. The QC laboratories support the company's production facilities, which needed to maintain full operations during the entire process. As a result, the labs had to operate normally throughout the relocation project, including conducting all tasks necessary to maintain compliance with Good Manufacturing Practice (GMP) and other regulations.

"Our previous QC labs were very small, and our microbial business was growing quickly," explained Jisa, "We needed to expand our laboratory space and make room for implementing new methods because of market growth. That led to the plans for a new facility for our QC labs, which was designed to significantly improve our operations."

Business as usual

The relocation project included bringing three QC teams and seven laboratories under one roof, as well as moving a vast array of sensitive scientific instrumentation. Agilent's high-performance liquid chromatography (HPLC) instruments play a prominent role in the company's QC systems, but the labs also include other types of analytical instrumentation, as well as standard laboratory equipment—from a total of 22 different vendors.

When evaluating needs for the relocation project and available service and support options, BI identified Agilent CrossLab Relocation Services as the most capable provider to manage this complex project. Agilent was able to provide end-to-end lab relocation services, as well as a postmove performance guarantee on all assets moved. This included a dedicated project manager, contract management, vendor sourcing, asset services, chemicals and supplies, and a postmove inventory integration into the existing inventory systems.

The combination of all those factors, as well as the BI team's experience with the local Agilent organization, made Agilent a clear first choice for this project. In particular, BI recognized Agilent's ability to provide a single person point of contact.

"We wanted one partner and one primary contact for the entire duration of the project," explained Tamara Krug-Leitner, Head of Unit TOC—Quality Control Microbials at Boehringer Ingelheim and project manager for the relocation project. "Most importantly however, the relocation would take place while the labs were running normally to prevent downtime. A relocation project of this complexity required a service provider with strong project management experience and exceptional communication skills.

That's why we chose Agilent."

Agilent CrossLab Relocation Services

- Our project managers provide stress-free, end-to-end laboratory relocation processes to inform you on everything from start to finish—without the heavy lifting.
- We can move a single instrument across the hall or relocate your entire lab across the world. Whatever the size of your move, Agilent has the expertise and capability to make it happen.
- Our project managers serve as your sole contact—no matter how many hands, vendors, or organizations it takes to make your relocation happen. You tell us what needs to be moved and when, and we handle the rest.
- Your staff can focus on management decisions, not packing materials and labeling.
- We help reduce audit risk using standardized protocols, qualification services, and other add-on services to meet specific customer requirements.
- We guarantee postmove performance of all assets. This ensures everything in your lab is operating smoothly, so you can get back to work quickly.
- We provide expertise and experience across project management, packaging needs, transportation, and more. If you're considering a lab relocation, Agilent ensures quality at every stage.

Detailed planning process

BI and Agilent began planning for the move in late 2019, with a target start date of early 2020. The planning process alone took around 700 hours and resulted in complex documentation covering every detail—including color codes to make sure each piece of equipment and type of reagent or chemical went to the right place in the new facility at the right time. Agilent also coordinated with 22 different vendors for external services and managed the maintenance and

283 items, 7 Laboratories and 2 offices, Office equipment, Reagents and chemicals	
Quality Building	
Ground floor	Sample Administration
1. floor	Office 1
2. floor	Laboratory 1
3. floor	Laboratory 2
	Laboratory 3
4. floor	Laboratory 4
5. floor	Laboratory 5
	Laboratory 6
	Office 2
6. floor	Laboratory 7

Figure 1. BI and Agilent used color codes to identify each item and where it needed to go in the new facility.

All systems go

While simply moving and consolidating three teams into one building was already a huge task, BI also needed to keep the QC laboratories performing all tasks normally because the production facilities they serve were still producing samples for analyzation.

However, because BI runs GMP and regulated methods in its QC laboratories, the revalidation and recalibration of instruments also needed to be completed after the move and method transfer. It was essential that the QC personnel could maintain the support documentation necessary to meet those guidelines. Agilent also managed all the communication and scheduling with the other external providers and vendors to deal with maintenance and calibration needed before and after the move.

The ability to keep all laboratory tasks working during the relocation process required a ‘leapfrog’ approach, during

calibration of 76 pieces of equipment before the relocation began.

“We started by creating spreadsheets with all of the necessary data,” Krug-Leitner explains. “It included information about the equipment, required maintenance and calibration tasks, vendor information, contact details for those involved in the relocation, and much more. We also needed to identify backup systems and the equipment that needed IT support because it was hooked up to a computer. This was our most important planning tool.”

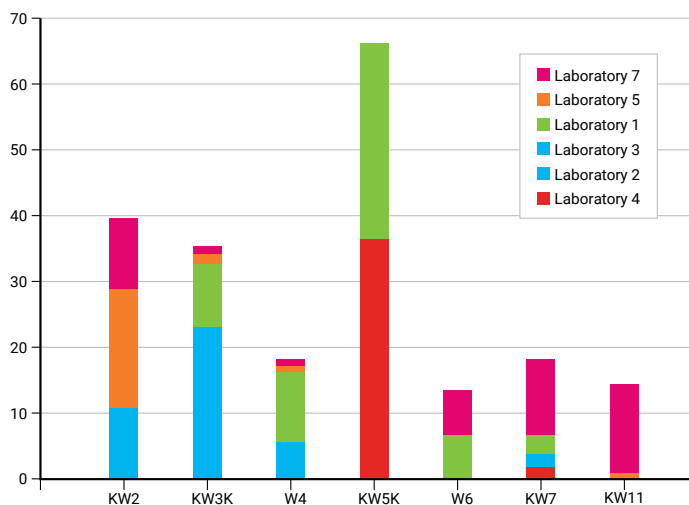


Figure 2. The seven-week relocation process required careful planning to maintain full operations, including a detailed timeline on which components needed to be moved at specific times.

which specific instruments would be moved while backup instruments continued to work normally in the old lab. Functions would then switch when the systems in the new laboratory were up and running, and then backup instruments would be moved accordingly.

Also, these laboratory functions required more than just instrumentation. Chemicals, reagents, office supplies, computers, and anything else required to keep the labs working normally needed to be in the right place at the right time to maintain continuous operations. Agilent coordinated the entire process on site at BI. The move was strategically planned over the course of seven weeks, and it went without issue during that time.

"That's where the 700 hours of planning really paid off," Krug-Leitner said. "It was complex, yet the whole relocation process went smoothly, thanks to the Agilent team's attention to detail. We had no laboratory downtime during the move. We also didn't have any issues with the vendors and the recalibration processes. Agilent was onsite during the whole process and was always available via phone or email. It was fantastic, and we are pleased with the successful relocation."

A smooth transition

The relocation project was complete on March 11, 2020, ironically just a couple of days before Austria and the rest of the world shut down due to the COVID-19 pandemic. Krug-Leitner gives the Agilent team credit for the project's successful and problem-free implementation process.

"For a project of this size, we expected that some issues would need to be addressed along the way," Krug-Leitner explained. "But it all went smoothly, and we had no problems at all. We have a great relationship with Agilent, and this experience was just as good as every other interaction we've had with their teams. If we had to do it all again, we wouldn't change a thing."



To learn more about Boehringer Ingelheim's company goals and products, visit

www.boehringer-ingelheim.com

To learn more about Agilent's relocation services or discuss your upcoming move, visit

www.agilent.com/chem/relocation-services

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