



Disasters come in many forms, without warning

With natural events such as floods and fires, and man-made disasters like cyber-attacks, the impact can be devastating to ongoing operational activity. Time to market, delay of product to patients and shortage of drugs are clear impacts with potential consequential effects on stock value.

As a result, you may need to relocate to keep your lab up and running when a disaster strikes. From moving analytical equipment to protecting scientific research data and ensuring compliance requirements are met, we recognize it is a complex and arduous undertaking that requires extensive planning and ongoing communication to ensure a smooth recovery.

PerkinElmer's OneSource® Relocation Services provide the necessary expertise, processes and tools to handle a relocation of any size, helping to keep your lab functioning even when the unexpected happens.

Our dedicated team has supported our clients even after devastating fires, ransomware attacks and hurricanes. In this case study, we highlight one of these instances in which a cancer research facility experienced a fire.

The Challenge of Unexpectedly Relocating Facilities

A major fire broke out at a cancer research facility, housing over £30 million of laboratory instrumentation and equipment, along with 25 years of research. Because of the extensive damage left behind by the fire, all of the research was at risk of being destroyed.

Looking to minimize downtime and avoid disruptions, the facility turned to PerkinElmer's OneSource Services to assist in the relocation of their facility. Within just one week, the PerkinElmer team was onsite assessing damage and developing a solution, that included:

- Triage of all instrument assets
- Management of repairs
- Instrument decommissioning
- Labeling and packing
- Transport to temporary facilities
- Transport to destination for unpacking and placement in order to be recommissioned
- Storage
- Recommissioning
- Instrument re-qualification
- Temperature controlled logistics

Are you prepared in case of a natural disaster or cyber-attack?

It is critical for organizations to have a robust Business Continuity and Disaster recovery (BCDR) plan in place that is not only regularly updated, but also stress tested and includes training necessary stakeholders.

Without these critical components, downtime can be protracted, valuable time lost, financial consequences made worse and reputation can be damaged. In worst-case scenarios, disruption to business continuity can last years.

Questions to ask when developing a BCDR plan:

- What are the critical functions?
- Who supports these critical functions?
- How often do they need to be performed?
- Can this function be performed at another site?
- For every day the function cannot be performed state the following:
 - Loss of revenue
 - Increased costs
 - Fines or penalties due to missed deadlines
 - Operational issues
 - Legal liability, personal damage, public harm
 - Loss of good will, poor public image
- Could these functions perform at reduced operating efficiency?
- Are these functions technology dependent?
- Do they depend on external resources?
- Are regulated documents created as a result of these functions?
- Would there be a competitive impact if these functions were not performed?
- When would there be a potential loss of the customer?
- How much space is needed to process critical work?

Situation

April 26, 2017 – Fire breaks out

April 29, 2017 – Local fire officials are still pumping water onto hot spots on the roof of the building

May 3, 2017 – OneSource Relocation Services is onsite assessing damage and creating an initial scope for assistance

May 10, 2017 – OneSource Relocation Services begin work onsite with over 3000 instruments assessed, inventoried, repaired, decommissioned, professionally packed and removed from site

September – January 2018 – OneSource Professional Services including Relocation, Compliance and Information Services combine to provide full delivery, recommissioning and re-qualification services at a temporary facility. Two year full restoration is currently in process.

Multi-staged Solution

Moving £30 million of instruments from the site to a temporary storage facility carries financial, scientific and regulatory compliance risks. Our expertise in the packing, handling and transportation of high value assets breathed confidence into the customer. With flexibility, OneSource disaster recovery specialists drove the project and reduced overall impact to laboratory downtime as a result of the fire, meeting several crucial, previously unknown demands along the way.

The ability to qualify and validate a variety of instruments from different manufacturers is an essential skill when moving labs that operate in highly regulated environments. Our OneSource Relocation team immediately began to work with a broad range of stakeholders, the Disaster Recovery Agent and the principal contractor on site to determine which instrumentation required OEM support. Because OneSource experts have long-standing relationships with many OEMs we were able to quickly and efficiently engage the right companies to complete the required work, allowing for the safe removal of valuable equipment and information. In addition, our OneSource Lab Computing analysts were available to help replace and reconnect IT equipment throughout the lab.

To learn more about our full portfolio of OneSource Laboratory Services crucial to laboratory remediation for disaster recovery, please visit:

www.perkinelmer.com/onesource

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