

Research Models and Services

Case study

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Comprehensive support of a mouse vaccine study

Background

A large European pharmaceutical company commissioned Envigo to perform a vaccine benchmarking study which included immunization services along with downstream processing and analyses of the materials generated.

Understanding the challenge

The customer faced several challenges that required Envigo's support to:

- + Follow a very custom protocol to meet the specific study needs
- + Use an adjuvant that was restricted in the customer's home country
- + Provide both the *in vivo* and *in vitro* work as well as ELISPOT services including reporting of data

Meeting unique requirements

Working with the customer, Envigo outlined the study needs and examined their desired protocol. As part of the pre-planning process, Envigo checked through the customer's provided specifications and found an error that could have impacted the study results and may not have been noticed by a less experienced partner. The team fixed the problem and corrected the protocol before work began to keep the study timeline on track.

Using Envigo's own models for the study was another time-saving effort that allowed quick turnaround of the study. This also provided more quality assurance as the models had been entirely controlled and monitored at Envigo.

Next, Envigo addressed the customer's inability to use an adjuvant in their home country by running the study under UK regulations and following Envigo's own highly ethical standards.

Using their technical expertise to prepare and administer inoculation agents, Envigo was able to run the study successfully.

The customer also reviewed formulation details with Envigo's technical assay scientists. These discussions helped ensure the ELISPOT work would deliver the information that the customer needed to accurately characterize the results of the study.

Delivering comprehensive solutions

Throughout the process, which involved multiple services across different Envigo business units, the customer was kept fully informed through a single study project manager for a seamless customer experience. The client appreciated the efforts and sent feedback, saying: *"I am very satisfied with the services and customer support. I would not hesitate in requesting and using Envigo's services."*

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A large European pharmaceutical customer