

Powering diagnostics at scale

Large custom projects

Introduction

Each of your molecular or immunoassay development projects is unique. So, you need solutions tailored to your specific needs. Cytiva has a proven track record of delivering innovative diagnostic design and development services. This case study eBook highlights large, real-world examples of successful custom service collaborations with diverse clients.

From assay design and optimization to high-throughput production and validation, our comprehensive capabilities and technologies can help you overcome challenges and deliver impactful outcomes. Whether you are a scientist or business leader working on or looking to accelerate your diagnostic assay and kit development, you can depend on us.



[Download our small-mid scale projects eBook](#)

Read our
customer
success
stories

Scope and scale of the project



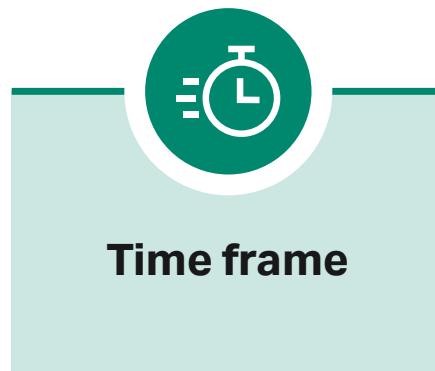
Company size

Indicative of the number of employees



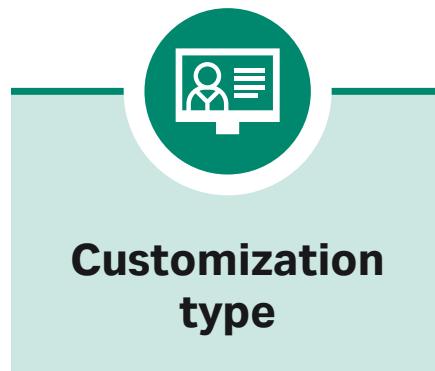
Project size

Indicative of the number of units produced



Time frame

Indicative of the time from project start to completion



Customization type

Indicative of the type of customization provided

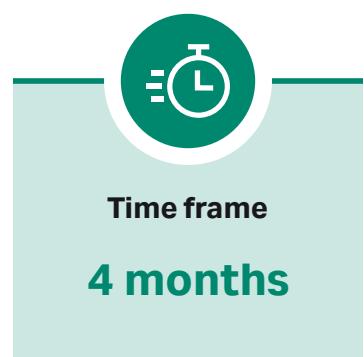
Plug and play lyo-stable beads for disease assays



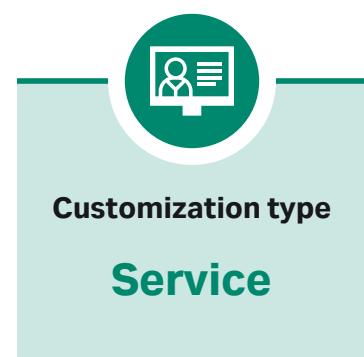
Company size
Medium



Project size
Large



Time frame
4 months



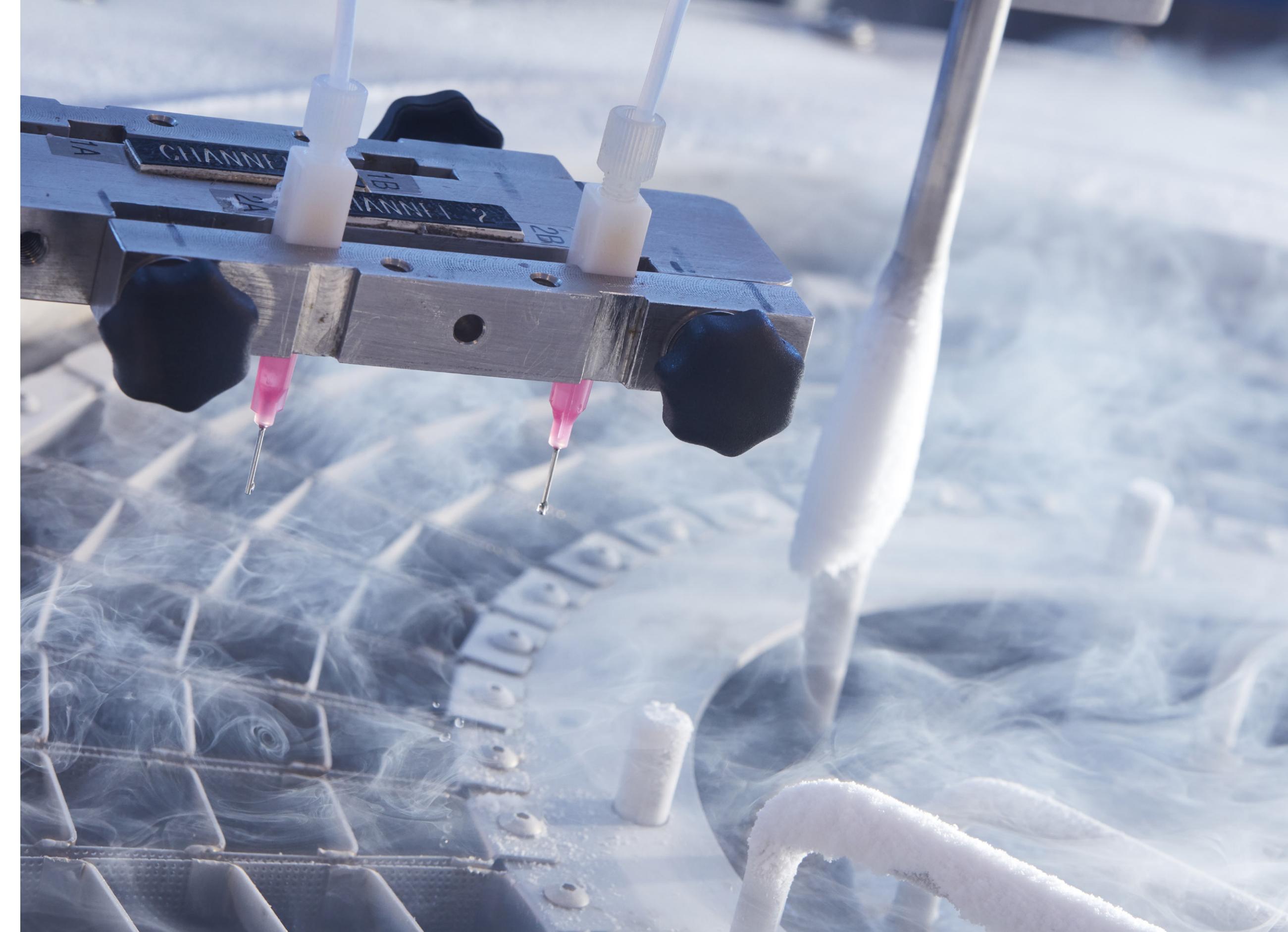
Customization type
Service

Project story

- The customer has a point-of-care device that is loaded with cartridges.
- Each cartridge contains all the molecules needed to perform a particular assay. For end-user convenience, the cartridges are designed to be stored at room temperature.
- They asked Cytiva to provide lyo-stabilization services to manufacture the beads that go in the cartridges.
- Our lyo-stable technology allows molecules to be freeze dried without harming their functionality.
- Soon after the project launched, the COVID-19 pandemic created a sudden need for shortened timelines and increased production.
- The Cytiva team worked closely with the customer to optimize processes to meet the pace and manufacturing demands.



[Learn more about Lyophilization](#)



“

The customer tried using lyophilization to make room-temperature stable beads for their assay device. But they couldn't produce the beads with high enough quality. So, they turned to Cytiva. Our working relationship with them was especially good because we had a local specialist who spoke their native language.

Martina Kahl, Diagnostics Account Manager

✉ Speak to Martina to learn more: martina.kahl@cytiva.com

Turning your idea in to reality



Project story

- The customer had an idea to develop a multiplex lateral flow test that would test for multiple respiratory tests on one strip.
- The customer provided the reagents to use in the test, and asked Cytiva to design and build the product itself.
- Cytiva worked closely with the customer with frequent calls to make sure that the customer was always informed and satisfied.
- Cytiva produced prototypes for the customer's internal testing and approval.
- The final product worked, met all the customer's criteria, and was delivered within the customer's timeframe.



Learn more about our immunoassay development services

We met the customer informally at a conference in late 2021 and started working with them in early 2022. We had a close collaboration and spoke to the customer every week. We even shared our working documents with them.

Klaus Hochleitner, Global Product Specialist, Diagnostics

[✉ Speak to Klaus to learn more: *klaus.hochleitner@cytiva.com*](mailto:klaus.hochleitner@cytiva.com)





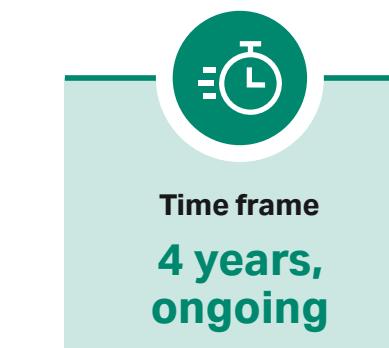
Magnetic beads for a massive test



Company size
Large



Project size
Large



Time frame
4 years,
ongoing



Customization type
Product

Project story

- The customer was developing a blood test that would screen for 50 different, but related, diseases.
- The customer chose to work with Cytiva because of our experience, flexibility, and wide range of customization options.
- The customer asked for custom magnetic beads packaged for them in a specific buffer.
- Cytiva produced several iterations to optimize the product.
- Our ability to scale up and provide security of supply made the customer feel comfortable working with us.
- The customer is asking for a new version of the magnetic beads and is discussing working with Cytiva on other parts of the project.



We dedicated a small team to this customer, but we made sure that everyone on the team was very knowledgeable, nimble, and responsive to the needs of the project. They visited our manufacturing facilities and were impressed at how regimented and well-documented all their processes were.

Max Hogan, Diagnostics Account Manager

✉ Speak to Max to learn more: max.hogan@cytiva.com



Learn more about our magnetic bead conjugation services

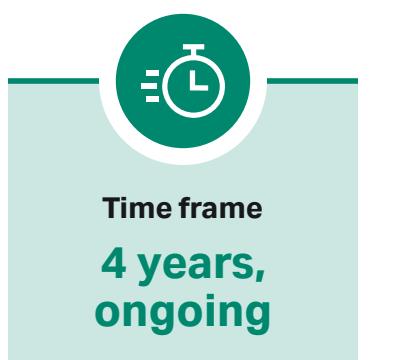
Complete, lyo-stable kits from start to finish



Company size
Large



Project size
Large



Time frame
4 years,
ongoing



Customization type
Product

Project story

- The customer has a device that can perform real-time cell analysis. They needed kits made for the device that their customers could use when they worked with device.
- Originally, the customer asked Cytiva to make just part of the kit, but once they learned what we could do, they expanded our role to make the entire kit.
- A key part of Cytiva's role is making lyophilized beads to go into each kit. The customer simply tells us what to include, and we make it.
- Cytiva then compiles the complete kit including printing and attaching the customer's labels.
- Customer satisfaction was achieved in part because we purchased equipment specifically for their project and we helped solve their shipping issues.
- Cytiva and the customer traded visits to one another's manufacturing plants to keep up quality and maintain open communication.



Learn more about our lyophilization services



This project was large to begin with, but it became even larger over time. We were originally asked to make five kits. The customer was so pleased with the first set that they keep asking for new ones. We're up to 14 or 15 kits now, and we will continue to keep developing kits as long as the customer wants.

Steve Nelson, Diagnostics Account Manager

✉ Speak to Steve to learn more: steven.nelson@cytiva.com

When they said “big,” they meant it

 Company size	 Project size	 Time frame	 Customization type
Large	Large	3 years, ongoing	Service

Project story

- The customer built a new sequencing platform and needed consumable products to be used with the platform.
- The customer had strict requirements about the qualifications and education of the people working on the project, and Cytiva met these criteria.
- For the project, Cytiva was asked to lyophilize some reagents and package them.
- The project is so large that Cytiva built a facility to do the work. We even purchased our largest freeze dryer for the project.
- The project began in 2020 during the height of the pandemic, so Cytiva arranged virtual tours of our facilities so that the customer was comfortable with the progress and quality of work.
- Now, the customer and Cytiva have multiple meetings a week and the customer has regular on-site tours of the facilities.
- The project is ongoing, and the customer is pleased with our service.



Learn more about our contract manufacturing and kitting services

We won this project because we have such great coverage across different areas of expertise and capabilities. We knew going in that the project was big, but it turned out to be a lot bigger than we imagined. We were still able to comfortably manage the size.

Math Davies, Diagnostics Account Manager

[✉ Speak to Math to learn more: matthew.davies@cytiva.com](mailto:matthew.davies@cytiva.com)





When we started this project, we thought that it was going to be small. The customer even thought that it would be short-term. But the project grew and is still ongoing. Fortunately, we have the capacity to grow with the customer's needs.

Math Davies, Diagnostics Account Manager

✉ Speak to Math to learn more: matthew.davies@cytiva.com

A project that doesn't end, and that's great



Company size

Large



Project size

Large



Time frame

4 years, ongoing



Customization type

Service

Project story

- The customer was launching molecular diagnostic tests in lyophilized format.
- The original request was for Cytiva to lyophilize just a couple of tests, and the customer thought that would be the end of the project.
- However, the customer was so pleased with what Cytiva provided that they asked for a few more tests. And then some more.
- The customer is a large company who could make the tests themselves, but they still chose to work with Cytiva.
- We share working files with the customer, have face-to-face meetings, trade site visits, and generally have open communication with them. We also perform regular audits.
- The project is still ongoing. The customer's product is doing well commercially, so more tests are expected.

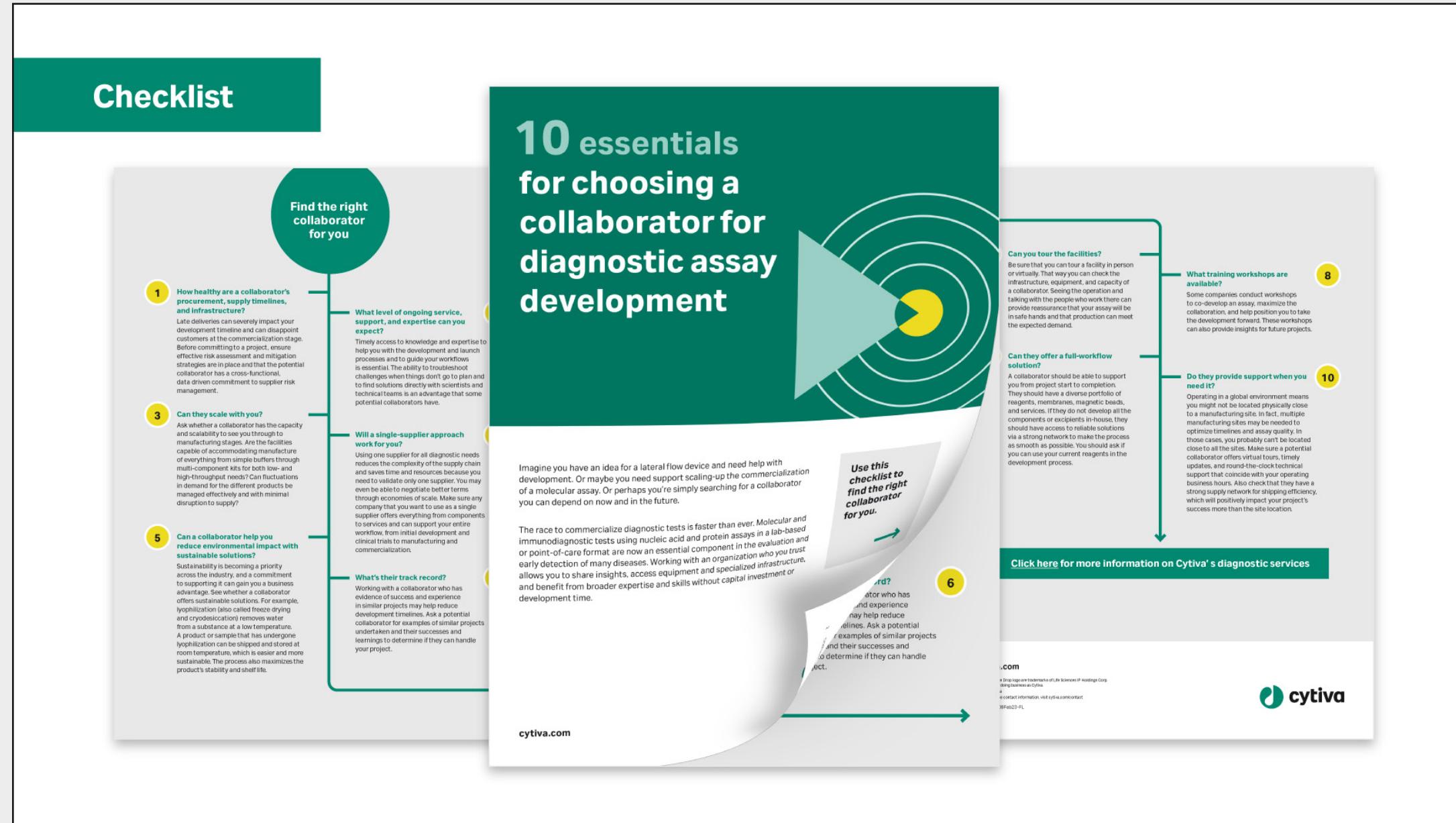


[Learn more about our full range of diagnostic services](#)

More information



Checklist: 10 essentials for choosing a collaborator for diagnostic assay



Download our small-mid scale projects eBook



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