

## Product Design & Packaging

A rapidly growing life science company, specializing in consumer genomics, approached NEB's Customized Solutions Team to source multiple reagents for use in their service offering. Our R&D Teams had previously worked with this client to develop a protocol aimed at sequencing nucleic acids from a wide range of organisms. The client wanted to source as many reagents as possible from a single supplier, so our Customized Solutions Team discussed with them the feasibility and timeline for the development of a series of custom formulations and plate-based formatting.

### CAPABILITY AND SCOPE OF WORK

As the project matured and developed, it was decided that providing all reagents in a custom plate format would enable the client to implement a fully-automated library preparation system. Sourcing the enzymes, buffers and other reagents in this format allowed the customer to cut out several steps from their workflow, ultimately saving time and money. It also allowed the company to process more samples per day, freeing up their staff's time to conduct further research.

Our scientists worked hand-in-hand with the client to develop their technology using our best-in-class, high-quality enzymes. The Customized Solutions Team worked with the client to develop the optimal formulations, fit and format of several enzymes, beads and buffers. In addition, we invested in liquid handling equipment to enhance our capabilities

and meet the customer's request for plated material at scale. A significant amount of time and attention-to-detail was spent developing the custom plating service workflow, including the appropriate heat-sealing technology to ensure the integrity of the final product upon shipping and arrival at customer site.

### OUTCOME

This collaboration not only resulted in strategic consolidation of suppliers, but also allowed the client to improve turnaround time by receiving reagents in a plate format. Further, additional cost savings were incurred through bundling the enzymes with beads and other components. The investment NEB made in liquid handling equipment, as well as the experience and knowledge gained through this project, will continue to be leveraged for other plating opportunities.

