

RAPID DOWNTIME RECOVERY SAVES CRITICAL PRODUCTION BATCH FOR A LEADING CDMO

Company Type:
Global CDMO

Client Relationship:
AES services units on behalf of
a Private Label OEM client

Related Application:
Adherent Cell Therapy

Bioprocess Equipment:
Bioreactor System

A bioreactor system at a CDMO facility in Switzerland experienced a critical agitator failure at the start of a scheduled production run. The failure halted operations and risked a production batch worth \$50,000. This was a single incident; however, previous troubleshooting with this client revealed potential issues with the agitator, leading AES to implement an improved design for system stability and quality.

Pain Points:

- Immediate risk of losing a production batch valued at \$50,000.
- Potential downtime of 18–20 days for a full batch cycle if unresolved.
- Limited internal resources to diagnose or repair the issue within the required timeframe.

The AES Solution:

AES quickly mobilized to address the critical equipment failure, leveraging deep technical expertise in troubleshooting and repair. Upon diagnosing the faulty agitator motor, we swiftly identified a replacement and dispatched a service engineer to the client facility. The engineer executed the motor replacement, ensuring the bioreactor was restored to full functionality. Our rapid response and technical expertise prevented significant operational losses and upheld the client's production commitments.

- [00:00]** Incident Reported; Bioreactor Failure logged via Zendesk.
- [01:30]** Remote diagnostics initiated by AES team to assess bioreactor failure.
- [02:15]** Faulty agitator motor identified as the root cause.
- [05:00]** Replacement part secured to address equipment failure.
- [17:00]** Service Engineer dispatched to implement repairs.
- [21:00]** Service Engineer arrived onsite to perform critical repairs.
- [22:30]** Agitator motor replaced, restoring bioreactor functionality.



Avoided 18–20 Days of Halted Production

The client avoided significant delays in their production cycle.



Saved a \$50,000 Production Batch

Prevented the loss of a critical batch, preserving both product and revenue.



Less than 24 Hours of Downtime

From issue identification to resolution, the bioreactor system was restored within a single day.

“*[A] quick appreciation note to the teams for such **prompt action** on exchanging and repairing the [bioreactor system.] Really grateful for the support.*”

Cell Culture Expert