

Assuring supply with expedited transparency



Executive summary

A customer company turned to Lonza to secure a more reliable, transparent, and partnership-driven media supply after ongoing challenges with their previous vendor. The company needed not only uninterrupted commercial supply but also a partner capable of moving quickly, communicating openly, and providing hands-on, concierge-style support. Lonza delivered by rapidly validating raw materials, assembling a dedicated cross-functional team, and executing an accelerated transfer plan that eliminated downtime risk. This proactive, collaborative approach supported supply continuity, strengthened operational confidence, and established a long-term strategic partnership.

Challenge

The company faced significant operational risk in transferring its media manufacturing, with the potential for more than two weeks of downtime, an unacceptable threat to commercial supply continuity. They required a vendor who could act with urgency, validate raw materials quickly, and

implement a seamless transfer process. Equally important, they sought a partner who would provide transparency, responsiveness, and a high-touch service model.

Approach and execution

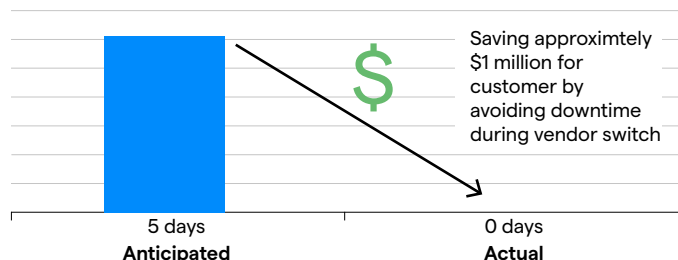
Lonza mobilized a dedicated project team to understand the customer's formulation, batch size, and supply needs. The team rapidly confirmed raw material availability and completed all technical and quality requirements to keep the transfer on track.

Within just three days, Lonza produced and validated test batches, enabling rapid qualification and eliminating downtime risk. Beyond technical execution, Lonza delivered a concierge-style partnership that included mapping timelines, aligning on quality expectations, establishing testing protocols, and coordinating logistics with full transparency. This approach reduced risk, controlled costs, and provided the responsiveness the customer had been missing.

Results

Through speed, transparency, and partnership, Lonza enabled the company to switch vendors seamlessly, with **little to no downtime** in their manufacturing process.

Estimated down time impacts



The successful transfer built a foundation of trust, reliability, and collaboration. Since the switch, Lonza has continued to proactively support the customer by identifying additional media and buffer opportunities for optimization and scale, further strengthening the partnership and driving long-term success.

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Learn more.



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ME-TS003 04/26

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