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In an exclusive interview, **Beth DiPaolo**, President of Eurofins Lancaster Laboratories Professional Scientific ServicesSM, tells *European Pharmaceutical Review* about its PSS Insourcing Solutions

What is the PSS programme and how would you describe a typical customer?

Put simply, PSS, or Professional Scientific Services, provides insourcing laboratory services at our client's facility using scientists and managers that we hire, train and manage. Unlike with temporary staffing, staff members are full-time employees of Eurofins with comprehensive benefits packages, as well as training, development and career advancement opportunities. In addition, we run and manage laboratory operations, either on client scientific teams or with distinct bodies of services in client environments. Our PSS insourcing solution is an extension of our laboratory capabilities as a part of Eurofins Biopharm Product Testing group – the largest global network of harmonised GMP laboratories.

Our typical PSS customer is a bio/pharmaceutical manufacturer who prefers to keep their laboratory testing in-house while also minimising headcount for their operations. We can accommodate groups of any size, and we adjust the length of term to meet the client's needs, ranging anywhere from one to five years, or more.

Why and when did you decide to include the PSS programme in your business model?

We developed this service model over 13 years ago for clients who have the space, instrumentation and business need, but are either unable to meet workload demands with their own internal resources or prefer to get their work done with a strategic partner who provides both outsourcing and insourcing. Our clients were facing challenges with temporary staffing, such as time restrictions, quality of resources and training burdens and so wanted a partner to delegate laboratory services to so that they could focus their resources on other priorities. Our PSS model allows them to meet their workload demands continuously without these challenges.

Which countries do you serve and how do you ensure harmonisation between markets?

We currently have approximately 1,000 Eurofins employees serving clients in the US, Ireland, UK, France, Italy, Belgium, Netherlands, Switzerland, Spain, Germany, Norway, Sweden, and Denmark. And with our global Eurofins laboratory network, we are rapidly expanding our PSS services beyond this existing footprint.

We infuse our 50-year-plus track record of scientific expertise and

HR best practices to recruit, hire, train and manage highly qualified scientists to perform laboratory services throughout our client sites. These consistent processes and procedures allow us to harmonise this service model no matter where it is being applied throughout the world. We recognise cultural preferences and ensure that we develop solutions that are culturally and legally compliant with the same uniform approach of delighting our clients.

How do laboratories benefit from insourcing their requirements rather than outsourcing?

There are benefits to both, actually. Insourcing allows the client to keep the testing at their facility using their laboratory equipment. Yet they do not have the overhead costs associated with staffing these teams since PSS sits under outsourcing/insourcing costs that aren't considered clients' labour costs and internal processes. This is beneficial when they want the scientific support and exchange or dedicated services immediately on site, or when they have short hold times. Conversely, outsourcing is good for a specific project or test, allowing the client to use methods and instrumentation not available at the client's facility and providing the benefit of expertise from a third party contract lab. Outsourcing is also beneficial if the client has space constraints and needs dedicated resources. The FTE model in our laboratories for continuous work of six months or more benefit from dedicated resources working under our Quality systems.

Most of our clients strategically decide how to best meet their business needs using a combination of insourcing and outsourcing solutions. The decision is often driven by duration of needs, the type of work, space, turn-around time, the level of scientific collaboration needed.

How are you different than other companies that provide PSS services?

Our PSS program has been recognised seven times in the last seven years with strategic partner awards from our clients for our abilities to provide scientific insourcing – the only insourcing solution with such a designation in the pharmaceutical industry. We don't just supply people, we provide laboratory services. We have been providing these services successfully for the past 13 years and have achieved significant growth, which demonstrates our success in exceeding our clients' expectations. 🏆