

Research Models and Services

Case study

Read more customer experiences at:

envigo.com/antibody-insights

Why choose Envigo?

A case study on generating polyclonal antibodies

Background

A large off-the-shelf antibody company commissions Envigo to perform all its rabbit polyclonal antibody studies. Given that there are many options when selecting an antibodies vendor, we have asked the customer what characteristics make Envigo their vendor of choice.

This case study outlines the main benefits voiced by the customer on why their partnership with Envigo continues to be a success:

- + **Meeting tight turnaround times**
Responsiveness is important when it comes to meeting timelines. The customer reported that Envigo is very accommodating in short notice situations and project instigation is a quick and simple experience, usually taking less than one day to complete.
- + **Providing detailed reports**
During any project, communication is key to building a strong vendor-customer relationship. Throughout the immunization protocol, Envigo provides the customer with routine updates and reports on whether dose levels are generating a sufficient response to determine if antibody titer levels are meeting expectations. Based on discussions with the customer, Envigo can adjust the dose as necessary to meet the customer's unique requirements.

- + **Enabling higher quality with single sourcing**
Envigo generates its own models with careful selection, care, and management to ensure robust results. Transparency is encouraged and the customer can visit the biosecure facilities to see how the high health status of the models is monitored and maintained.

- + **Offering flexibility with protocols**
Whether using in-house protocols or following the customer's specific requirements, Envigo's level of flexibility helps meet exacting requirements for off-the-shelf or custom products.

Across the history of this long-standing partnership, the customer has commended Envigo for its quality work and processes. Their representative explained, *"The team is extremely efficient in terms of communication, scheduling and logistics and we can totally rely on them to provide an exceptional service. We will continue to use Envigo for all rabbit antibody projects as I cannot imagine I would get a better service from any other supplier."*

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A large off-the-shelf antibody customer