

## Clinical trials

# When every hour counts

## Emergency transfer protects critical biomedical materials

### Executive summary

When a government subcontractor supporting a national biodefense program abruptly closed, irreplaceable clinical and research materials were suddenly at risk. These included drug substance, drug product, and monoclonal antibody cell lines with varied storage conditions spanning ambient to cryogenic temperatures. Thermo Fisher Scientific was asked to step in on short notice to prevent potential loss. Within days, Thermo Fisher's total transportation management (TTM) team mobilized cryogenic assets, coordinated logistics across multiple facilities, and successfully re-established compliant storage at designated receiving sites in Maryland. The outcome was a seamless transition that safeguarded critical materials and a lasting relation with the government subcontractor as they became repeat customers.

### The challenge

The closure of the subcontractor site created an urgent and complex problem. A wide range of sensitive materials required immediate relocation, each with its own storage and transport requirements. The risks of temperature excursions, customs and compliance delays, and even simple logistical missteps were high given the short notice. Given the materials' role in national biodefense research, failure was not an option. The sponsor needed a partner who could respond instantly, coordinate across multiple cold chain facilities, and ensure chain of custody at every step.

### The response

Thermo Fisher rapidly assembled a cross-functional response team that brought together logistics experts, cold chain specialists, and a compliance team. Rather than treating the move as a routine transfer, Thermo Fisher approached it as an emergency operation. Cryogenic shippers and other temperature-controlled assets were deployed immediately. Sensitive freezers and refrigerators were relocated with full documentation and oversight. Each step was carefully planned to minimize handoffs and reduce the chance of errors. By managing communication centrally with strict oversight of centralized cryocenter facilities, Thermo Fisher ensured that the transfer was controlled from start to finish.

### The outcome

The emergency move was completed without loss or compromise of material integrity. All items were received at their new sites under compliant conditions, and ongoing program work was able to continue without disruption. The speed and reliability of the response not only secured continuity for the immediate project but also reinforced trust with the client, who subsequently returned for additional support with further transfers and equipment moves.

### Why it matters

This case illustrates how preparation, integration, and cross-functional expertise can turn a potential crisis into a demonstration of resilience. In the world of biodefense and advanced biomedical research, delays or losses in material transfer can have far-reaching consequences. By responding quickly and with precision, Thermo Fisher provided a logistics solution that provided peace of mind that important research projects can continue uninterrupted, even under the most challenging circumstances.

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