

Case Study: Gates Biomanufacturing Facility Reduces Costs with the SU Program

Executive Summary

The SU Program was developed to address the high costs and inefficiencies associated with Service Agreements for Lab/Research equipment. Implementing a single company to manage service events for all eligible OEMs creates a simple business model that saves time and money for many organizations with laboratories. Here is one example featuring the Gates Biomanufacturing Facility in Aurora, CO.

1. Introduction

GBF (Gates Biomanufacturing Facility) faced a growing challenge: service agreement prices are up, and service is down. There are several past and current factors that have created this situation including lack of engineers, increasing cost of new technology, Federal funding, and the unknown tariff effects.

2. Problem Statement

- **Cost of Service Agreements are up 30-75% since 2020:**

The annual increases on the service agreements were rising at such a rapid pace the GBF directors were faced with serious decisions – discontinue purchasing service agreements that would expose themselves to costly repairs or reducing staff.

3. Methodology

The SU Program used a data-driven approach to Underwrite equipment saving organizations 15-25%. In the case of GBF that savings are 24%.

The business model is a risk-transfer model. The risk of the equipment is transferred to SU. When the equipment requires repair or a PM, SU dispatches the vendor and pays on a time and material basis. The model has been molded by 42 years of actuarial data that only SU has. This data guides our understanding of failure rates and allows SU to discount each piece of equipment based on that information.

4. Analysis

Process GBF used to get a quote and implement the SU Program.

- **Understanding Needs:** In depth discussion on the equipment usage and service requirements.
- **Data Sharing:** GBF shares the current service agreements for SU to understand all inclusions and exclusions and pricing to understand the experience of the equipment.
- **Dispatch Options:** SU offers multiple options to dispatch vendors to seamlessly integrate with the current process at GBF. GBF chose the Teleserve model.
- **Quote Delivery:** The GBF team got see item by item the current pricing and the SU Pricing as well as the roll-out of the equipment by month.
- **Implementation:** SU attaches an asset tag to each piece of equipment and confirms the staff is knowledgeable on the dates of coverage and dispatch procedures. Quarterly meetings are scheduled to address any unforeseen issues and solutions to those issues.

5. Results

- **Hard Dollar Savings:** GBF annual savings averaged \$60,000 per year.
- **Time Savings:** Centralizing vendor management through a single point of contact and one unified contract significantly reduced administrative burden, resulting in substantial time savings for multiple GBF employees.
- **Improved Outcomes:** Superior service, lower cost and significant time saved.

6. Conclusion

The SU Program demonstrated that the 42 years of experience in managing equipment improved all aspects of the service on millions of dollars of GBFs lab equipment. As a manufacturing facility it is critical that uptime be maximized, and service be quick and precise. GBF continues to use the SU program and shares their experience with others wanting to lower costs and save time. The Director, Michael Caffrey, has written in his words what the SU program means to him – which is included in this Case Study.

Endorsement

To Whom It May Concern,

My name is Mike Caffrey, and I'm the Facilities Director at the Gates Biomanufacturing Facility (GBF) on the Anschutz Medical Campus. I'm pleased to highly recommend SU Group to any organization operating in the biologics or life sciences manufacturing space.

Our relationship with SU Group spans nearly a decade, and their value to our operation is clear: **peace of mind, simplicity, and cost savings.**

Peace of Mind

SU Group serves as our single point of contact for all lab equipment service needs—from preventive maintenance to urgent repairs. One call or email to their team sets everything in motion. They coordinate directly with OEMs, ensuring fast, expert response and minimal disruption. In addition, because SU Group works daily with major scientific vendors, they receive a level of priority and attention that far exceeds what a smaller lab could obtain on its own—and by partnering with them, that priority is passed onto us.

Simplicity

With over 1,000 assets across four departments, managing service contracts and requests is complex. SU Group simplifies it all. Their tagging system clearly shows coverage and contact info, and they handle coordination across multiple vendors and equipment types—removing guesswork and streamlining service management.

Cost Savings

They consistently provide better value than OEM premium service contracts—without sacrificing quality. Their buying power and experience allow us to save significantly, which is critical in today's budget-conscious environment.

The SU Group team is responsive, personable, and highly skilled. They understand GMP environments and know exactly how to escalate issues and get results quickly. They are more than a vendor, they're a trusted partner.

I fully endorse SU Group and encourage you to consider the benefits they bring.

Mike Caffrey, Facilities Director, Gates Biomanufacturing Facility