

BioScience Laboratories Delivers Superior Customer Service to Client Seeking Laboratory to Perform Safety and Efficacy Studies.

Kyle McGovern, Joel Ivers, Jim Verzuh

The Problem:

Client was looking for an independent testing laboratory to perform safety and efficacy studies for its new product with anti-microbial and anti-viral properties. They knew their product was unique and effective and wanted the testing data to support their differentiating marketing claims.

The Solution:

BioScience Laboratories' Senior Account Executive guides the client through the study design process to maximize their value and minimize their cost. BioScience Laboratories performs a series of efficacy studies (antibacterial, antimicrobial, antiviral and sporicidal) and safety tests over a ten-month period and involves the client throughout the project.

Customer Profile:

Union Springs Pharmaceuticals (USP) located in Union, KY provides working professionals with germ defense solutions. The company offers a family of safe and effective products that professionals can use before, during and after an exposure to dangerous pathogens. These products provide a level of protection so that professionals in EMS, fire, police, corrections, military, healthcare, athletics, and schools can do their job more safely in the environments in which they work.

Situation:

In August of 2007, Union Springs Pharmaceuticals was in need of an FDA approved independent laboratory to perform safety and efficacy studies for its new product designed as a first response protection for emergency medical workers exposed to harmful pathogens. They knew their end goal for these studies; they wanted to generate indisputable testing data that could be used in marketing material showing the effectiveness and safety of their product. Their budget did not allow them to spend money on research, rather they wanted test data that could be published. With this data, they knew they would have a unique product offering to a viable market. Union Springs Pharmaceuticals President, Joel Ivers contacted the organizations with the strongest reputations in safety and efficacy testing, including BioScience Laboratories, and explained Union Springs needs and objectives.

After talking with each of these organizations, it was clear that BioScience Laboratories was the most knowledgeable about safety and efficacy studies and the most willing to listen to Union Springs objectives and budget constraints. Senior Account Executive

Kyle McGovern worked with Union Springs Pharmaceuticals President, Joel Ivers to design the study protocols. Together they developed a series of *in-vitro* and clinical studies to show the product's safety and efficacy characteristics.

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About the laboratory selection process Joel Ivers had this to say. “When I knew I had to place studies, I contacted BioScience Laboratories and their top competitors. There was absolutely no comparison between the kind of service and expertise I obtained from Bioscience compared to the competition. Among the most important factors in this decision was the kind of consultative help I received from Kyle. From the beginning I felt as though I had a true partner who understood what we were trying to accomplish. His knowledge superseded anything I received from the competition. It was obvious I had to place studies with BioScience Laboratories.”

The Result

Over the course of 10 months, BioScience Laboratories performed a series of *in-vitro* and clinical studies. BioScience Laboratories' knowledge and the ability of its clinical, microbiology and virology laboratories to perform efficacy studies, gave Union Springs the testing data they needed to show the product's efficacy against 53 bacterial strains, including *Clostridium difficile*, and 5 virus strains, including HIV-1. Additionally, BioScience Laboratories performed the safety testing that showed the product could be used without risk of dermal or ocular irritation.

The project was completed within budget, and the resulting data and final report summaries were used by Union Springs Pharmaceuticals in their product literature.

At the end of this experience, Mr. Ivers wrote to BioScience Laboratories CEO, Daryl Paulson and complimented both Kyle McGovern and the scientific staff involved on the project. “The quality of all communications..from the quote to the protocol...from the top line data...to the final report... were all so well done. Your entire team is excellent. I look forward to continuing to work with BioScience Laboratories for a long time in the future.”

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