

Revolutionizing Lab Services: From Manual to Modern

Avantor supplies mission-critical products and services to the world's leading labs, biopharma companies, and healthcare providers. To keep pace with rising expectations, it partnered with Presidio and AWS to transform equipment services through automation, data-driven design, and scalable cloud innovation.

Challenge: Avantor's equipment services ran on fragmented, manual processes—90K+ emails and 3,000+ staff hours annually were spent on quoting, scheduling, and billing. With the University of California's 2025 contract deadline approaching and global clients like GSK and J&J expecting a modern digital journey, Avantor risked revenue loss, customer churn, and an inability to scale.

Solution: To solve these challenges, Avantor partnered with Presidio and AWS to launch the Equipment Hub, a unified digital platform that eliminated manual bottlenecks and delivered a seamless, customer-first experience. Key features include:

- **Unified portal:** Customers request services, schedule appointments, and track status in real time.
- **Automated workflows:** Quotes, vendor coordination, and SAP billing run seamlessly with minimal manual intervention.
- **AWS backbone:** API Gateway, Lambda, Step Functions, Fargate, RDS, CloudWatch, and Bedrock enabled a scalable, secure foundation.
- **Reusable design:** 80% of UC pilot build reused to onboard new clients faster and at lower cost.

Outcome:

- 122% ROI in year 1, delivering \$1.09M net benefit.
- \$1.98M value unlocked in UC pilot (60K service events).
- \$1.08M annual labor savings from automation efficiency.
- Cost per event reduced by 46%.
- \$5.94M projected uplift by 2027 with 120K devices onboarded.
- Avantor now delivers a seamless experience for lab services, strengthening loyalty and competitive differentiation.

