
 Life Sciences  USA

# Biopharma Leader **Streamlines Asset & Lab Equipment Management** with ServiceNow Transformation

A leading US mid-size biopharmaceutical company specializing in therapies for neurological and endocrine disorders sought to modernize its facilities and laboratory operations. With R&D at the core of its growth strategy, efficient asset management and seamless lab equipment procurement were critical to accelerating innovation and ensuring compliance.

# Highlights

- The Legacy asset management system was complex, underutilized, and unable to support planned maintenance or streamlined lab equipment requests.
- iOPEX deployed ServiceNow Enterprise Asset Management (EAM) and Field Services Management, re-engineered workflows, and automated lab procurement through a new Service Catalog.
- The new solution improved asset visibility, reduced manual effort in lab procurement, automated planned maintenance, and generated \$150K annual savings by retiring legacy tools.

## Business Challenge

The client faced significant hurdles with its existing asset management ecosystem:

### Lack of a Centralized System

Lab devices were tracked in a legacy inventory tool with ineffective reporting capabilities, and departments used an ITSM solution for tasking instead of a dedicated field services tool.

### Inefficient Maintenance and Compliance Risks:

The company lacked automated tools for planned maintenance, thereby increasing the risk of compliance failures due to missed inspections or inadequate critical equipment servicing. There was also no central location to store essential equipment documentation.

### Manual Lab Equipment Request Processing

The process for handling lab equipment requests from scientific researchers was inefficient and lacked automation. Workflows for necessary steps, such as site surveys, relied on unreliable email chains, and the system lacked integration with their procurement tool.

# iOPEX Solution

Recognizing the need for a modern, integrated platform, iOPEX executed a phased transformation:

## Implementation and Integration

- Transforming ServiceNow Enterprise Asset Management (Healthcare SKU) into a single source of truth for facilities and laboratory assets, iOPEX migrated 3,100+ facilities and lab assets into ServiceNow EAM, including file attachments and images.
- Deployed Field Services Management for structured tasking, pre-populated work order templates, and planned maintenance schedules.
- Designed a Service Catalog Item for lab equipment requests, integrated with procurement systems, and automated requisition creation through Flow Designer.

## Automation & Optimization

- Converted manual, ad hoc email-driven procurement into a streamlined workflow.
- Built asset knowledge bases for internal publishing of facilities and labs documentation.
- Reduced chaotic manual lab tasking into 3 standardized automated tasks.

## Training and Enablement

To ensure a smooth transition and successful user adoption across the organization, iOPEX used a multi-faceted enablement strategy. This included:

- Comprehensive training sessions for both facilities teams and scientific researchers on the new system.
- Developed detailed user guides and process documentation to support ongoing use.
- Implemented change management strategies to drive adoption.

## Products Deployed



ServiceNow  
Enterprise Asset  
Management



ServiceNow  
Field Services  
Management



ServiceNow  
Service Catalog



ServiceNow  
Flow Designer



ServiceNow  
Knowledge  
Base

# The Impact

The implementation delivered significant improvements to operational efficiency and user satisfaction.

## 2984 lab & facilities assets migrated

into a unified ServiceNow system.

## \$150K annual savings

by retiring the legacy lab asset tool.

## Improved compliance

by automating planned maintenance and inspection scheduling.

## Enhanced researcher experience

with clearer technical specifications and simplified ordering.

## Faster lab equipment acquisition

through procurement-integrated Service Catalog workflows.

## Streamlined operations

with reduced manual intervention, enabling scientists and facility teams to focus on higher-value work.





## About iOPEX

iOPEX Technologies is a new-generation agentic AI and automation-led enterprise transformation solution provider headquartered in San Jose, California. At the intersection of enterprise operations, agentic AI, and intelligent automation, we deliver rapid results that enable businesses to enhance efficiency and accelerate revenue growth without endless timelines. Over 70 global brands trust iOPEX as a strategic partner to break down complex transformations into manageable steps, deliver practical AI-led solutions, and achieve results that scale. Contact us at [marketing@iopex.com](mailto:marketing@iopex.com)

