





Case study



How Tucker Lynn, Associate Director Research Operations at Parabilis Medicines, is optimizing operations with Service Insight



Company Overview

Parabilis Medicines is a clinical-stage biopharmaceutical company headquartered in Cambridge, MA with a proprietary Helicon™ discovery platform engineering helical peptide therapeutics to target traditionally undruggable proteins. Parabilis' rapidly growing pipeline focuses on first-in-class oncology therapies.

Challenges and Needs

Although Tucker was 'making do' with another monitoring software, Excel, accounting tools, and assets' embedded monitoring systems, he could see how the lack of purpose-built and unifying operations software was limiting Parabilis from scaling efficiently.

Solution

Service Insight serves as one central 'backbone' for Parabilis' lab operations. After an initial implementation to tag and register 120 devices on 55 assets across two floors, Tucker has been systematically increasing how much runs on Service Insight.

Independent monitoring

Trustworthy, real-time intel CO₂ incubator monitoring Cold storage monitoring Leak detection

Initial implementation

Unified view

Digital twin with real-time data Scheduling maintenance Shared task management

Expansion

Complete lab optimization

Power-level monitoring Asset utilization Real-time asset location tracking

Adding Next

Outcomes

ASSET PERFORMANCE

Independent and reliable incubator monitoring

OPERATING COST

Significantly less spending on software

TRUSTWORTHY COMPLIANCE

Catching issues immediately (e.g. freezer issues)

WASTED TIME

Researchers get hours back for high-value activities

Service Insight's approach gives me confidence that we can scale as a world-class research institution.