



**SERVICE**  
**insight**



### **Case study**

## Monitoring Clients' Lab Assets Confidently

For Kelly Sullivan, PhD, Director of Lab Operations at CIC, Service Insight is the only purpose-built solution to handle 1,700+ assets

# Company Overview

CIC provides flexible, turnkey laboratory spaces designed to support R&D teams — from early-stage startups to established enterprises. Each lab is fully equipped with the infrastructure and assets needed to enable cutting-edge science from day one. With lab locations in Philadelphia and St. Louis, CIC delivers measurable impact across the life sciences community.

## Challenges and Needs

Kelly faced challenges finding an asset monitoring system that tracked asset temperatures in real-time and allowed for maintenance scheduling. The lack of integrated workflows introduced unnecessary risk and reduced confidence in day-to-day operations. The CIC team had to identify issues and send messages across three separate solutions.

**DISPARATE ASSET  
MONITORING DATA**

**WASTED TIME ON  
MANUAL TASKS**

**SCALING  
INEFFICIENCIES**



**Service Insight is purpose-built so we don't need to ask for much. But when we do, the customization is powerful.**





# Solution

Beginning with cold storage and CO<sub>2</sub> incubator monitoring, Service Insight deployed a real-time system across multiple lab floors at CIC. At the core is a powerful, scalable gateway offering unparalleled range and reliability — ensuring seamless connectivity even in complex, multi-story environments. Leveraging a Digital Twin, CIC gains full visibility into asset status across its facilities. The fast, full-system installation meant minimal disruption, allowing clients to adopt the new platform with ease.

## Client Benefits

### Independent Control

Clients respond to alerts and alarms, with CIC as backup.

### Skill Development

Hands-on experience managing labs and solving real-world issues.

## CIC Benefits

### Smart Alert Routing

Automated alerts follow a predefined decision tree, reducing response time and oversight needs.

### Scalability & Flexibility

Onboard new clients, lab space, and new assets without major changes to infrastructure.

# Outcomes



## ASSET RELIABILITY

Cold storage units and CO<sub>2</sub> incubators perform consistently and as expected.



## OPERATIONAL CONFIDENCE

Responsible teams are notified and take action promptly — no surprises, no missed issues.



## FEWER BATTERY REPLACEMENTS

Significantly reduced time spent swapping monitor batteries.



## QUALITY ASSURANCE

Ensures that equipment and conditions remain within specifications.