



The chatbot helps me analyze everything.



Case study

Moving into AI-Powered LabOps



Christopher Toomey, Senior Manager of Laboratory Operations at Enanta Pharmaceuticals, runs fully automated monitoring and analysis

Company Overview

Enanta Pharmaceuticals is dedicated to discovering and developing highly differentiated therapeutics through innovative chemistry to treat diseases in areas of high unmet need. Just as Enanta has co-developed drugs for combination regimens that have cured more than one million people with chronic hepatitis C, they are expanding this approach to additional disease areas.

Seeking an Easier Way

Christopher recognized that the existing monitoring solution's vendor connectivity failures and lack of helpful customer support meant he was troubleshooting sensors by himself instead of building toward the future. Instead, he had a vision for AI-driven lab operations. When weeks of back-and-forth failed to fix a single unresolved sensor, Christopher knew it was time to find a foundation he could actually build on.

**UNRELIABLE
MONITORING DATA**

**WASTED TIME
TROUBLESHOOTING**

**NOT AI
READY**

Solution

Service Insight gave Christopher the reliable, API-accessible monitoring infrastructure his AI ambitions required. After a single-day installation covering freezers, CO2, gas manifolds, industrial scales, and vivarium rooms, he finally had a stable, real-time data layer. With Cortex, Service Insight's operational intelligence, Christopher can query the monitoring database directly and export JSON, which feeds clean, structured lab data into his LLMs. With Cortex, Enanta runs lab operations even smarter with reliable, compliant data.

● One-day installation

Incredibly fast vendor installation and set up

● LoRaWan architecture

Dramatically improved connectivity reliability

● Complete monitoring

Includes all freezers, CO2, gas, scales, & vivarium environments

● Reliable partnership

Expert team provides immediate answers and rapid issue resolution

● AI workflows

Unlocks SQL querying and JSON export for custom workflows

● Comprehensive analysis

Cortex to pipes monitoring data into dashboard pulling from monitoring, inventory, help desk, and equipment maintenance

Outcomes



DATA CONFIDENCE

Trust in critical temperature, CO2, and room monitoring within set parameters



BABYSITTING SENSORS

Eliminated time testing and resolving sensor issues, both in the hardware and in software capture



RECLAIM TIME

More time focusing on high-value lab operations & optimization



AI-DASHBOARDING

Asset Health Score tracks utilization, and supports preventative maintenance decisions & report to leadership



Cortex's health tab pulls all the data together about an asset and lets an LLM look at it in full. It has the ability to provide insights that humans can't infer.