



Agilent Relocation Case Study – Alnylam Pharmaceuticals

1,000+ Assets Across 9 Labs Relocated,
Within Schedule, Under Budget
and Fully Functioning.

Agilent
CrossLab
From Insight to Outcome

Customer spotlight: Alnylam Pharmaceutical Inc. focuses on RNA interface therapeutics for genetically defined diseases and is based in Cambridge, Massachusetts.

The idea of relocating—physically moving an entire laboratory’s contents—is daunting. Just ask Cambridge, MA-based Alnylam Pharmaceuticals, who recently relocated nine lab groups including over 1,000 assets and 1,500 crates of smaller items from their outgrown lab space. Moves of this size don’t happen often for most companies and as a result, the necessary experience, knowledge, and skills required are usually nonexistent internally. Just getting started by planning and evaluating risks can be more than enough to scare the person tasked with handling the relocation. As a result, those overseeing such a transition often look to outside sources, such as original equipment manufacturers, local movers, or even dedicated project management companies.

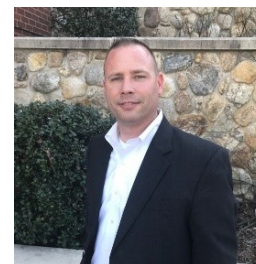
This was the situation Alnylam facilities operations director and project sponsor Daniel O’Connell faced. His relocation needs were common: a hands-off, cost-effective solution to properly transport and re-install a full lab. At the same time, with so many personnel affected, that solution needed to keep downtime to an absolute minimum. While evaluating these needs and available service options, O’Connell identified Agilent as the most capable provider for the operation.

Having performed thousands of relocations in the last year alone, Agilent project managers know a smooth move only comes after extensive preparation. To start the relocation process, Agilent began conducting asset inventories, origin and destination site visits, and numerous risk assessments at both starting and ending locations. Over 70 unique potential risks were identified, with a contingency developed for each. “Agilent’s work really did shine with their planning,” O’Connell remarked. “Everything you could think of, they’d captured. Elevator issues, loading dock availability, you name it. And a number of those would have really become major issues had we not already had contingencies in place.”

Alnylam Relocation Success Story

- ✓ 9% lower total relocation spend vs. budget
- ✓ 9 laboratories included
- ✓ 1,008 research assets relocated
- ✓ 160 personnel (+ belongings) relocated

“During the quoting process, we were very impressed with the transparency of the quote from Agilent. It was clear before the project started that they understood what we were looking for and that they could bring a ton of value to the table.”



Daniel O’Connell
Associate Director
Facilities Operations

Along with risk assessments, Alnylam benefitted from other Agilent standard processes. To provide O'Connell and his team with clarity and confidence, Agilent project managers hosted daily briefings with Alnylam. This ensured full transparency into the relocation's status, from details surrounding partners, to vendors, to assets. As relocation project managers have seen, these small details have the power to derail an operation like this. For example, Agilent coordinated the transportation of chemical standards with instrument de-installation. It may seem unimportant, but these standards are often needed as part of the de-installation and re-installation processes. Unfortunately, the chemical standards are often packaged and transported before the larger instruments, spelling trouble for the de-installation. Pre-move checks and post-move performance verifications ensured all moved assets worked just as well post-relocation, not just the Agilent equipment. Movers, contractors, and other suppliers were all managed, ensuring the new site was in working order before assets arrived.

For a move of this complexity, maintaining a high level of collaboration across the various teams and vendors was critical. In addition to the 1,500 crates of personal items and materials, over 1,000 research assets were relocated:

- 30+ Agilent instruments handled directly by Agilent
- 60+ other OEM systems handled directly by Agilent
- Nearly 100 assets systems moved by other manufacturers, coordinated by Agilent
- 100+ Category 1 assets handled by partners under Agilent direction
- 700+ additional research assets moved by other vendors and users, coordinated by Agilent

"It was a huge operation, but the really nice thing is that we just had a single project manager to work through for the whole project," said O'Connell. "That was great if we had an issue with someone like an electrician – we would tell Agilent, and they would take care of it."

To learn more about Agilent's turnkey relocation services or discuss your upcoming move, visit

www.agilent.com/chem/relocation-services

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In addition to the standard relocation needs, Alnylam's relocation came with its own set of unique challenges. External forces like a snowstorm called for major flexibility; changes like snow shoveling on loading docks as well as new temporary workflows were added, preventing delays. Transportation of refrigerated and hazardous materials, communication with end-users, and establishment of necessary accommodations for an explosion-proof room initially raised concerns—with good reason, given the specific nature of these obstacles. Needs like these called for adaptation and flexibility and were quickly incorporated into the move plan. Simultaneously, the more routine parts of a move called for acute attention to detail—after all, a new space is useless if, for example, the asset power supplies don't match the new lab's outlets. Agilent's pre-move inspection uncovered this very issue, among others, which helped prevent costly downtime post-move.

Agilent delivered just what Alnylam sought: a fully managed relocation with a focus on minimizing downtime, from planning to reinstallation. "We really found value at every step of the relocation with Agilent," said O'Connell. "Every piece of their process was done well, and they were genuinely focused on delivering the best experience and outcome possible." After all 1,008 assets were moved, Agilent was still able to save Alnylam 12% on their planned spend for service providers, and 9% of the costs for the project as a whole. Outside of relocation service, Agilent continues to drive confidence and savings for Alnylam with an asset management program, offering contract consolidation, spend planning, and on-site engineers.

To learn more about Alnylam's company goals and products, visit

www.alnylam.com