

CASE STUDY

LabCentral Residents Benefit from Incubator Partnership with Elemental Machines

Background

When Cambridge's LabCentral first began working with Elemental Machines, the collaboration was truly mutual. The coworking space's resident scientists acted as beta testers for many of Elemental's earliest endeavors, offering insights about everything from sensor functionality to website user interface. Fast forward six years, and the Elemental Machines/LabCentral partnership is a model in collaboration.

Situation

LabCentral supports approximately 112 different companies across four distinct locations. However, the scientists and entrepreneurs sought by LabCentral aren't your typical incubator inhabitants. As Lyndsey Rissin, site head at LabCentral's 238 Main Street location, explains, "We're a launch pad. We look for high-potential, high-performing companies to join our community." Multiple sites housing 100+ companies present unique challenges for lab monitoring, alerting, and data management. Yet Elemental Machines' team of customer-focused engineers has long been up to the challenge.

Action

LabCentral has deployed Elemental Machines sensors on 506 assets across its 4 campuses, and maintains a comprehensive eye on assets across its sites. In addition to this broad oversight by LabCentral, individual resident companies must have at least one person on their team keeping watch over their customized dashboard, setting and monitoring their own alerts for assets under their purview. LabCentral facilitates an onboarding training and ensures continued proficiency via regular dashboard check-ins.

As for Elemental Machines' side of the partnership, Elemental has hosted events for tenants ranging from Lunch & Learns to onsite thought leadership events. When residents graduate from LabCentral, they're congratulated with a special exit package from Elemental Machines, complete with exclusive pricing and dedicated customer support. Translation: companies can continue utilizing the systems they've grown to trust after departing from LabCentral. As Rissin explains, such future-proofing is vital: "Companies at LabCentral 238 are transitioning from R&D to process development activities. As such, they're thinking about further controlling and streamlining their operations and considering future regulatory requirements such as GxP. They're looking for tech that can grow with them. Sample and reagent integrity are critical for their studies."

Results

Six years of close collaboration later, the launch pad's partnership's results speak for themselves. Many of LabCentral's graduates continue using Elemental Machines' universal LabOps platform after departing from the program, and LabCentral residents continually remark on both Elemental's technological impact and the company's more holistic investments in the LabCentral community. As Lyndsey explains, "Elemental Machines has truly become a part of the LabCentral family. Our community – both operationally and relationally – would be drastically different without our partnership."

