

CASE STUDY

CASE STUDY · OEM

A TWO-YEAR OEM BRIDGE, DELIVERED UNDER PRESSURE

Prepared by **PAN-Biotech**

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6 Aug 2026 · Anonymised customer story

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A TWO-YEAR OEM BRIDGE, DELIVERED UNDER PRESSURE



When a regulatory shutdown took a global supplier's US manufacturing site offline, PAN-Biotech stood up production in an emergency, scaled from around seven to twenty-five specialty-media products, and delivered roughly 300,000 bottles over two years – with no rejections recorded – until the customer's own site recovered.

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Results at a glance

- **40 days** · first contact to the customer's board decision
- **3 audits · 4 jurisdictions** · US, Switzerland and two EU countries
- **~7 – ~25 products** · scaled as the customer moved its portfolio across
- **~150,000 L / ~300,000 bottles** · over ~2 years, no rejections recorded

This story is published with the customer **anonymised**. It describes a real PAN-Biotech OEM engagement (RUO and for-further-manufacturing grades); the customer's name is withheld.

THE CONTEXT

A call from a regulator

For a global life-sciences supplier with a major specialty cell-culture media business, the disruption came from the one place no manufacturer can argue with: a regulator. One of their US manufacturing sites was shut down following an FDA inspection. A broad portfolio of advanced, specialty media – formulations their own customers had designed into critical workflows – was suddenly without a source, and every week without supply risked a disruption that would cascade downstream.

THE CHALLENGE

Two dozen specialty products, almost immediately

They needed an OEM partner who could take on the portfolio and begin producing almost immediately – one with the formulation expertise, the manufacturing flexibility, the quality systems, and the will to stand up two dozen specialty products at speed. The first conversation did not happen in a boardroom. It happened on a trade-show floor, where PAN-Biotech's owner heard the problem and committed, on the spot, to begin producing before Christmas – six to seven weeks away.

THE SOLUTION

Forty days, three audits, four jurisdictions

What followed was a sprint, not a procurement cycle. In the forty days from that first handshake to the customer's final decision, the two companies compressed what normally takes many months.

MILESTONE	WHAT HAPPENED
First contact	On a trade-show floor; a commitment made in person to begin before Christmas.
Within 40 days	Three separate on-site audits by different customer teams; four contracts across four jurisdictions (US, Switzerland, two EU countries); tech transfer and Manufacturing Batch Record (MBR) preparation.
19 December	The customer's board gave the final go-ahead – the last working day before Christmas.
2 January	Production began – staff volunteered over the New Year break to start filling: 2,000 bottles (1,000 L) on day one, 8,000 in the first short week.
mid-January	First shipment out, after QA/QC release.

PAN-Biotech ran the entire chain end to end – MBRs, raw-material and component procurement, all testing, QA/QC release, custom labelling, and packing into the customer's own boxes – as a true OEM partner, scaling from around seven products to roughly twenty-five.

THE RESULT

Two years, ~300,000 bottles, no rejections recorded

The emergency start became a partnership. Over nearly two years, PAN-Biotech delivered approximately 150,000 litres – around 300,000 bottles – plus a smaller volume of vial filling. To PAN-Biotech's knowledge, no rejections were recorded across the entire engagement. The relationship ran until the customer's own US site was fully operational again, and PAN-Biotech's speed prevented the disruption from reaching the customer's own customers.

WHY IT WORKED

Five reasons the bridge held

- **Owner-level commitment.** The decision-maker made the promise, in person, at the very first meeting – and stood behind it.
- **Speed with rigour.** Three audits and four cross-border contracts in forty days, without cutting a single quality corner.
- **End-to-end OEM capability.** MBRs, procurement, filling, testing, labelling and packing into the customer's boxes – one partner, one chain.
- **Flexibility at scale.** From an emergency fill of ~7 products to a two-year, ~25-product supply programme.
- **The human factor.** A team that volunteered over the holidays because the case mattered.

FAQ 1

How fast can PAN-Biotech stand up OEM or private-label production after a supply shutdown?

In this engagement PAN-Biotech went from a first conversation to production-ready in about forty days – including three on-site audits, four cross-border contracts, tech transfer and MBR preparation – and began filling on 2 January.

FAQ 2

Can PAN-Biotech run an entire specialty-media portfolio end-to-end as an OEM partner?

Yes. PAN-Biotech ran the whole chain – Manufacturing Batch Records, procurement, all testing, QA/QC release, custom labelling and packing into the customer's own boxes – scaling from around seven products to roughly twenty-five.

FAQ 3

What scale can an OEM bridge reach?

In this case, approximately 150,000 litres – around 300,000 bottles – over nearly two years, with no rejections recorded, until the customer's own site recovered.

Facing a supply gap, a second-source decision, or an OEM programme?

This is the kind of partner PAN-Biotech is – fast, flexible, end-to-end and personally accountable.

Start a Custom & GMP Project Enquiry: pan-biotech.com/custom-gmp-project-enquiry/ · info@pan-biotech.de

PAN-Biotech GmbH · OEM / private-label supply (RUO and for-further-manufacturing grades) · Customer anonymised. „No rejections recorded“ reflects PAN-Biotech's records for this engagement.