



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.

www.serviceinsight.io



Solution

Beginning with cold storage and CO₂ 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 CO₂ 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.