

# Same-Day Service Request Fulfilled on Sample Order

## Challenge

A researcher needed to place a last-minute, same-day order for leukopaks and whole blood to maintain project timelines. Their order was submitted at 9:20am.

## Scientist.com Solution

Scientist.com's support team responded to the request within **10 minutes**, contacted a supplier and the supplier submitted a proposal. The support team was able to **escalate the request for immediate compliance approval**. The researcher accepted the proposal and created a PO by 3pm **the same day**.



Excellent customer service by the support team kept project timelines intact



Researcher gained awareness of and access to a new supplier

*"[Scientist.com support] has been an incredible help. Talk about having someone **available and paying close attention** to what's going on, [they are] the next best thing to having someone physically right next to me, guiding me."*