

## Customer Stories

# How a Leading Pharma Company Reduced Downtime and Restore Clean Operations Using IntuGrow



## Microbial Contamination Threatened Their Production Line

A leading pharmaceutical manufacturer detected microbial contamination in their production lines during routine rinse water analysis.

With timelines at risk and regulatory obligations to meet, they require fast and accurate microbial data to assess the extent of the contamination and take corrective action.

## Challenge

Compendial methods for microbial detection require **5 to 7 days** to return results which lead to significant challenges: delayed response to contamination, prolonged equipment downtime, product and batch loss, and an incomplete understanding of the contamination source. These delays costs to production slowdowns and revenue loss.

## Solution

Analysis with IntuGrow reduced the time to detection to just **3 hours**, allowing for immediate targeted cleaning instead of full system shutdowns. With results available the next day, teams made informed, data-driven decisions, minimizing loss and protecting both product integrity and profitability.

### 100% of samples were contaminated (n=28)

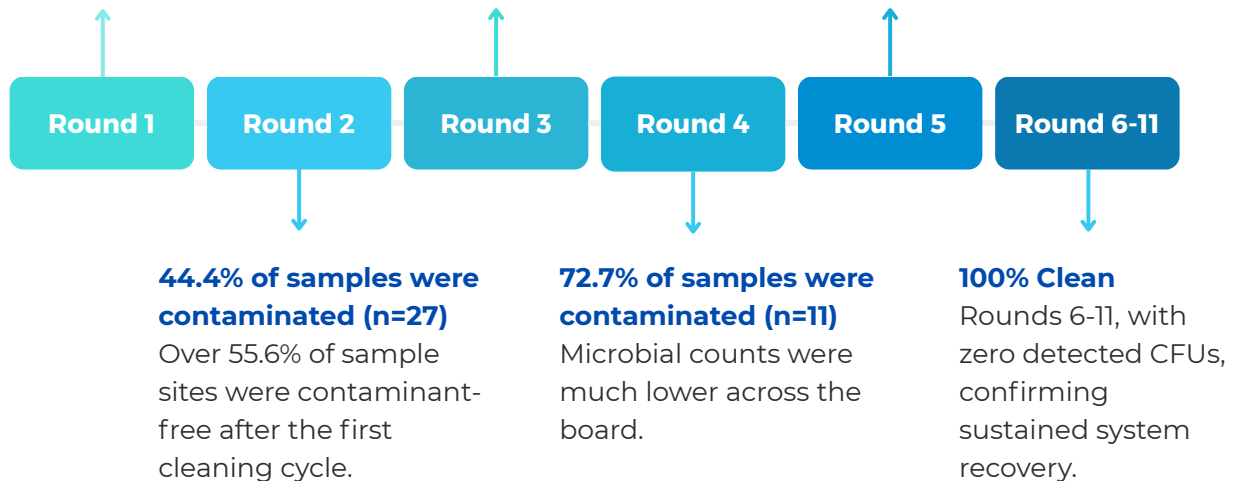
All rinse-water samples tested positive, validating immediate cleaning needs.

### 81.8% of samples were contaminated (n=22)

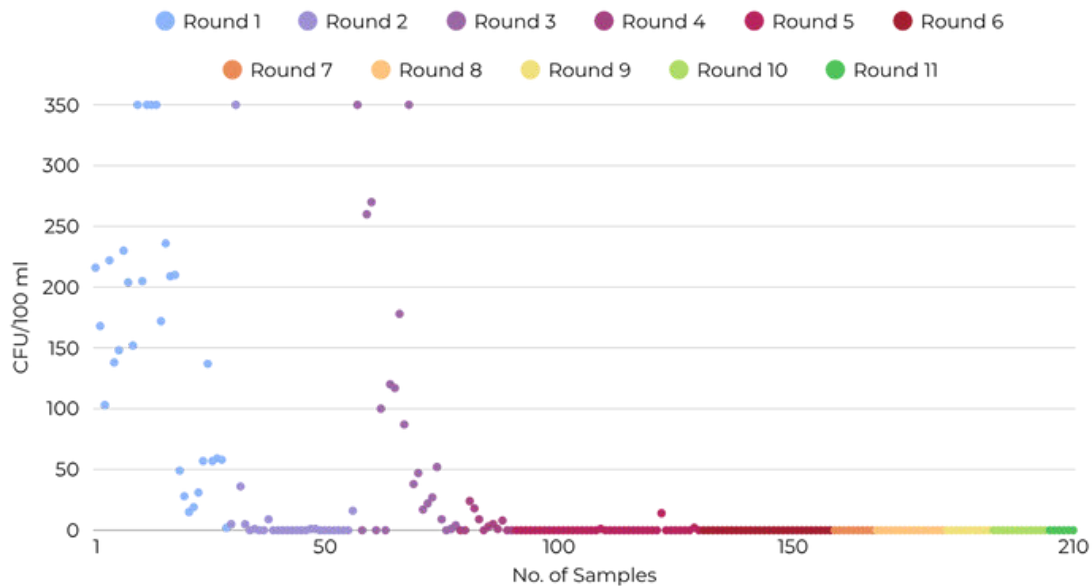
Likely linked to localized problem areas. IntuGrow data helped the client pinpoint and contain the contamination.

### 7.3% of samples were contaminated (n=41)

Results showed only 2 positives, each with very low CFU/100mL levels.



See Graph no. 1



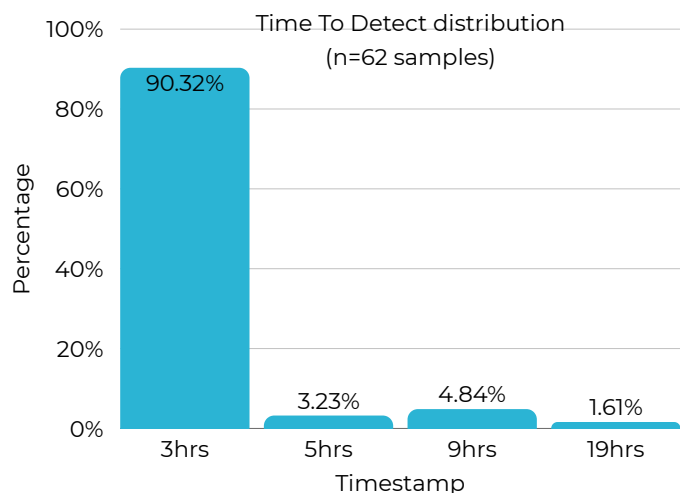
Graph no. 1

After every round of cleaning, rinse water samples were analyzed using IntuGrow. This created a responsive workflow that allowed the client to track the system’s recovery in near real-time.

## 90% of contaminated samples detected within just 3 hours

In total, 210 samples were analyzed, out of which 62 showed microbial presence. Importantly, 56 of the 62 contaminated samples were flagged within just 3 hours, allowing the client to act immediately.

This rapid cycle of detection, cleaning, and retesting enabled the team to assess the effectiveness of their interventions continuously.



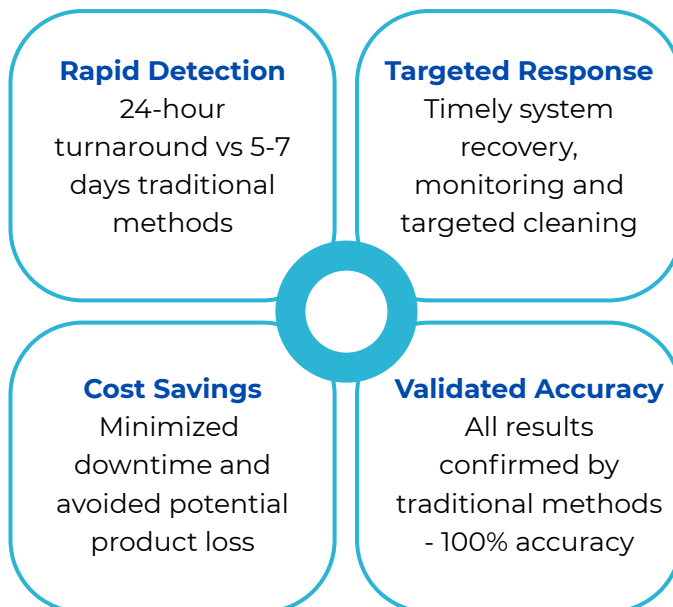
All results were later confirmed by the client's internal quality control team using traditional compendial methods, further validating the speed and accuracy of IntuGrow technology.

The outcome was not only a fully restored system, but also a significant reduction in downtime and operational cost.

## Impact: Transformed potential disaster into controlled recovery

IntuBio's rapid detection technology allowed the client to track the contamination event in near real-time, take timely corrective actions, and avoid potential product loss or production delays.

Compared to the standard 5–7 day wait for compendial results, our 24-hour turnaround delivered critical insights early, helping the client make decisions faster and more effectively.



The ability to monitor system recovery over rounds of testing and troubleshooting ensured targeted cleaning, minimized downtime, and resulted in significant cost savings.

## Reduce contamination risk and protect your production line

Schedule a demo

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