

# BCE's research with microbiology lab managers and directors has identified four criteria that consistently lead to vendor switching:

#1

**VENDOR SERVICE  
CAPABILITIES**



#2

**COST OF CAPITAL,  
CONSUMABLES, &  
SERVICE**



#3

**AUTOMATION  
ENABLEMENT**



#4

**SYSTEM  
CONSOLIDATION**





## # 1 - VENDOR SERVICE CAPABILITIES

### WHAT IS IT?

Inconsistent service timeliness (unable to deliver within 24hrs) and frequent maintenance requirements is a top concern

### WHY DOES IT MATTER?

#### **Competitive Differentiation**

Lack of parity across vendors leads to meaningful differences and heavy influence on decision making

### WHAT DO CUSTOMERS SAY?

*“The top thing that would make us switch vendors at the end of our contract would be issues with service. If **service** isn’t timely and effective, we will 100% switch vendors.”*

*- Large Hospital, Microbiology Lab Manager*



## # 2 - COST OF CAPITAL, CONSUMABLES, & SERVICE

### WHAT IS IT?

Flexible pricing models (e.g., reagent rental) can bypass lengthy capital purchase reviews and incentivize labs to switch vendors

### WHY DOES IT MATTER?

#### Cost Pressures on Health Systems

Labs are increasingly under pressure to be cost conscious; analyzers, consumables, and service need to compete

### WHAT DO CUSTOMERS SAY?

*“If we can find **cheaper analyzers and reagents**, we’re going to switch. If the products meet baseline requirements—like not breaking down and routinely producing valid results—we will switch vendors.”*

*- Medium Hospital, Microbiology Lab Director*



## # 3 - AUTOMATION ENABLEMENT

### WHAT IS IT?

Limiting analyzer downtime, tech hands-on time, and improving automation are increasingly top of mind during contract reviews

### WHY DOES IT MATTER?

#### **Alignment to Future of LD**

Automation is becoming more important across LD; vendors who have robust capability here are viewed favorably

### WHAT DO CUSTOMERS SAY?

*“We’ve switched in the past for an analyzers’ automated maintenance offering, meaning **automatic calibration and QC**. We want techs spending their time prepping and running tests rather than setting up machines.”*

*- Large Hospital, Microbiology Lab Manager*



## # 4 - SYSTEM CONSOLIDATION

### WHAT IS IT?

As labs try to centralize processes, vendors offering broad menus on single analyzers across their micro portfolio can improve tech efficiency and drive value for labs of all sizes

### WHY DOES IT MATTER?

#### **Lab Workflow Improvement**

Consolidating workflows within labs helps simplify testing processes, and streamline vendor communication / ordering

### WHAT DO CUSTOMERS SAY?

*“We would switch if other vendors come out with options that **bring more tests onto a single analyzer**. If one analyzer can do the tests that we need three separate analyzers to run currently, that’s a huge benefit.”*

*- Medium Hospital, Microbiology Lab Director*

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