

# CUSTOMER-FOCUSED PRODUCT DEVELOPMENT

**Andreas Staedler, Development Engineer at INTEGRA, offers his insights on creating the ASSIST PLUS pipetting robot and the associated VIALAB software.**

The ASSIST PLUS was developed from its predecessor, the ASSIST, which was designed to transform workflows with our VIAFLO pipettes into a largely automated process. The ergonomics and reproducibility of longer pipetting protocols – such as dilution sequences, plate filling and reagent addition – have seen significant improvements as a result. Customers often asked for extra functionality in a pipetting robot, such as the ability to change pipette tips automatically, the flexibility to use

different pipettes – like the VOYAGER, which features adjustable tip spacing – or to have more labware positions. We took all of this feedback on board, and defined these as requirements for the ASSIST PLUS. It was incredible to be part of a team of biologists, engineers and software developers bringing together high-level knowledge and coordinated resources to develop the finished product.



## An absolute game changer!

“We have the ASSIST PLUS and four VOYAGER pipettes, which have completely transformed our work. Our tests are now much faster and more precise than with manual pipetting. They’re our huge favorites here.”

**Adrianna Olejniczak, NBT NHS**

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See reviews

[www.bit.ly/3yS6RkS](http://www.bit.ly/3yS6RkS)



# OUR PATH TO SUSTAINABILITY

**Careful use of resources is a top priority at INTEGRA. Our Sustainability Officer, Dr Ursula Leuthold, is responsible for coordinating our activities in this area.**

## Why does INTEGRA have a sustainability program?

INTEGRA has practiced environmental awareness for a very long time. However, this previously meant that there were all sorts of individual measures, but not a coordinated approach. That all changed when we launched our sustainability program in 2020. We are striving to reduce our carbon footprint, find a recycling solution for plastic laboratory waste, and promote biodiversity at our sites.

## How is INTEGRA addressing these challenges?

We calculate our operational CO2 balance through the myclimate foundation to address climate protection at work. After all, we can only take appropriate measures if we are aware of the problem areas. Our production sites are already using mainly renewable energy, and we endeavor to use as little plastic as possible in our consumables. For instance, our ECO racks contain 60 percent less plastic than similar

products. We are also currently trying to set up a recycling alliance with other producers, as it doesn't make sense for our customers to separate their plastics by manufacturer. The German industry association, Spectaris, is actively supporting this initiative.

## Where are things headed in the future?

Once we know our footprint, we will set sustainability targets. Questions to answer include: where can we achieve the greatest impact with the least possible outlay? Where will we have to introduce compensation measures? Significantly reducing indirect emissions from upstream and downstream activities will be the key to our success, including the energy use represented by purchased parts and the transportation of our products all over the world. The long-term goal we all need to reach by 2050 at the latest is net zero.



## Harnessing the power of the sun

In 2020, we installed a highly efficient solar unit on the roofs of our two buildings in Hudson, USA. Almost 1500 panels with double-sided solar cells produce a total of 817000 kilowatt hours of electricity every year. This covers 77 percent of our energy needs. Our building in Zizers also has a solar unit and is largely self-sufficient. The remaining requirement is covered by other forms of renewable energy.



More about the sustainability program

[www.bit.ly/3jVdmhC](http://www.bit.ly/3jVdmhC)

