



GSK Uses See to Solve Alert™ to Fix Problems Faster in Multi-Disciplinary ‘Smart Labs’

Reduced Time Burden on Scientists, Fewer Distractions and Fewer Obstacles to Work Translate into Higher Productivity and Happier Staff

“See to Solve helps us optimize the intent of an open, collaborative lab environment because it minimizes the downside.

Before, problems arose in our ‘smart working’ spaces because nobody has their own equipment, nobody has their own desk, nobody has their own bench, and management and support services are all over the place. Reporting issues was burdensome to staff who didn’t necessarily feel like they owned the reporting responsibility and didn’t always know who to call. See to Solve Alert gives our scientists an easy tool to better manage problems and more quickly solve them.

Now, it just takes 3 clicks to report any issue and reporting issues is everyone’s responsibility. It’s taken a huge burden off the shoulders of our lab area supervisors.”

— **Marc Holbert**, *Director of Protein & Cellular Sciences, GSK US*

The Challenge:

‘Smart Working’ Redesign Puts New Burden on Scientists

GSK, a science-led global healthcare company with 90,000 employees, has committed to building a ‘smart working’ environment with a redesign that makes all workspaces shared resources. At the center of GSK’s transition to ‘smart working’ in the US are their [business and scientific teams in the Philadelphia area](#). “We got rid of all our offices,” explains Michele Weiss, Associate Director of GSK’s Protein and Cellular Sciences Group. “The whole idea is to be highly collaborative.”

While the new flexibility provides many benefits, it also introduces new challenges. “We now have a multidisciplinary environment with a completely matrixed management system,” says Marc Holbert, Director of the Protein and Cellular Sciences Group. “The redesign did spur connection, stimulated creativity, and brought efficiency. But then, because no-one has their own space, these small problems build up and people get irritated. You start to lose that sense of collaboration that was at the heart of why we did this in the first place.”

Most importantly to GSK, the new environment was creating an undue burden on scientists who are lab area supervisors. Staff often didn’t know who else to go to when problems arose, found reporting issues cumbersome and often left issues un-reported. Even reporting issues to the lab area supervisor was not always quick and easy.

The Solution:

Easier Problem Reporting in ‘Smart Labs’

GSK began implementing See to Solve in the Protein and Cellular Sciences ‘smart working’ space in early 2021. They used architectural maps with equipment locations, prepared as part of their ‘smart working’ redesign, to pre-configure the See to Solve system, mapping over 400 pieces of lab equipment. Reporting an issue became as easy as scanning the QR code, selecting a problem type and clicking submit. On the back end, issues were routed to appropriate ‘responders’ based on the problem types. The person reporting the problem has no need to worry about whom to alert, how to describe the issue or how to explain where the issue is occurring.

The Result:

Reduced Burden on Supervisors & Less Down Time for Lab Equipment

“We wanted to make ‘problem reporting’ everybody’s responsibility, but not a *heavy* responsibility, and I think we’ve really accomplished that,” says Michele.

With staff adoption strong, the burden on the scientists who are the lab area supervisors has been considerably lessened. Problems don’t need to go through them and when they do get involved, reporting is as quick and easy for them as it is for all staff. “Those lab area supervisors are now the biggest proponents of the system,” Michele says.

At GSK, the future of work is flexible with multi-disciplinary ‘smart offices’ and ‘smart labs.’ “What See to Solve does for us is operationalize some of these flexible ways of working,” says Marc. “It’s proving its value exactly as I expected.”