

Discover our custom solutions

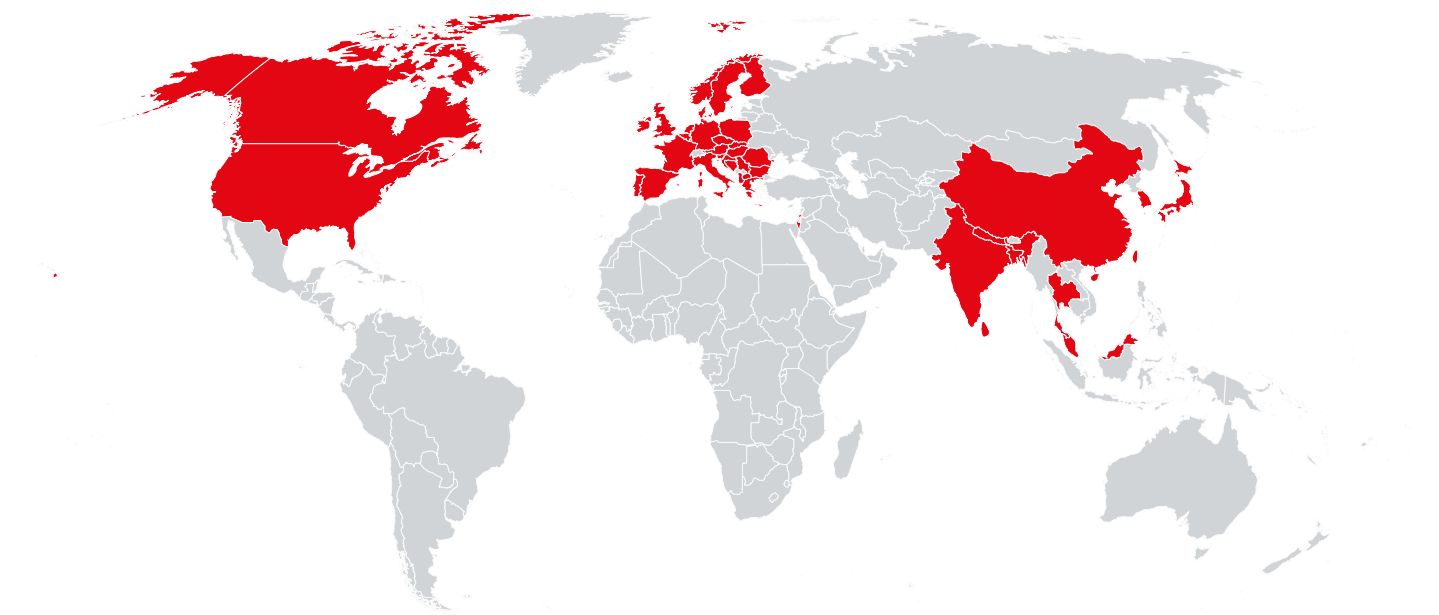
Products and services tailored
to your research needs



A global partner to your research

At PromoCell, we help scientists do better research with a world-class portfolio of over 9,000 products, including human primary cells, stem cells, blood cells, optimized cell culture media and a comprehensive line of cell culture products. With over 35 years of expertise, we are recognized globally for supplying scientists with the tools and training they need to do groundbreaking research. Each year, 600 peer-reviewed publications feature our PromoCell products. We operate in over 36 countries around the world, helping scientists with all their research needs.

Our locations worldwide



Albania	China	Germany	Italy	Netherlands	Singapore	Switzerland
Austria	China	Greece	Japan	Northern Ireland	Slovakia	Taiwan
Bangladesh	Croatia	Hong Kong	Luxembourg	Norway	Slovenia	Thailand
Belgium	Czech Republic	Hungary	Macao	Poland	South Korea	United Kingdom
Bosnia-Herzegovina	Denmark	India	Macedonia	Portugal	Spain	United States
Bulgaria	Finland	Ireland	Malaysia	Romania	Sri Lanka	
Canada	France	Israel	Nepal	Serbia	Sweden	

Our commitment to quality

Commitment to quality is at the heart of everything we do. All our products comply with European biomedical conventions, ensuring human rights and donor privacy are always protected.



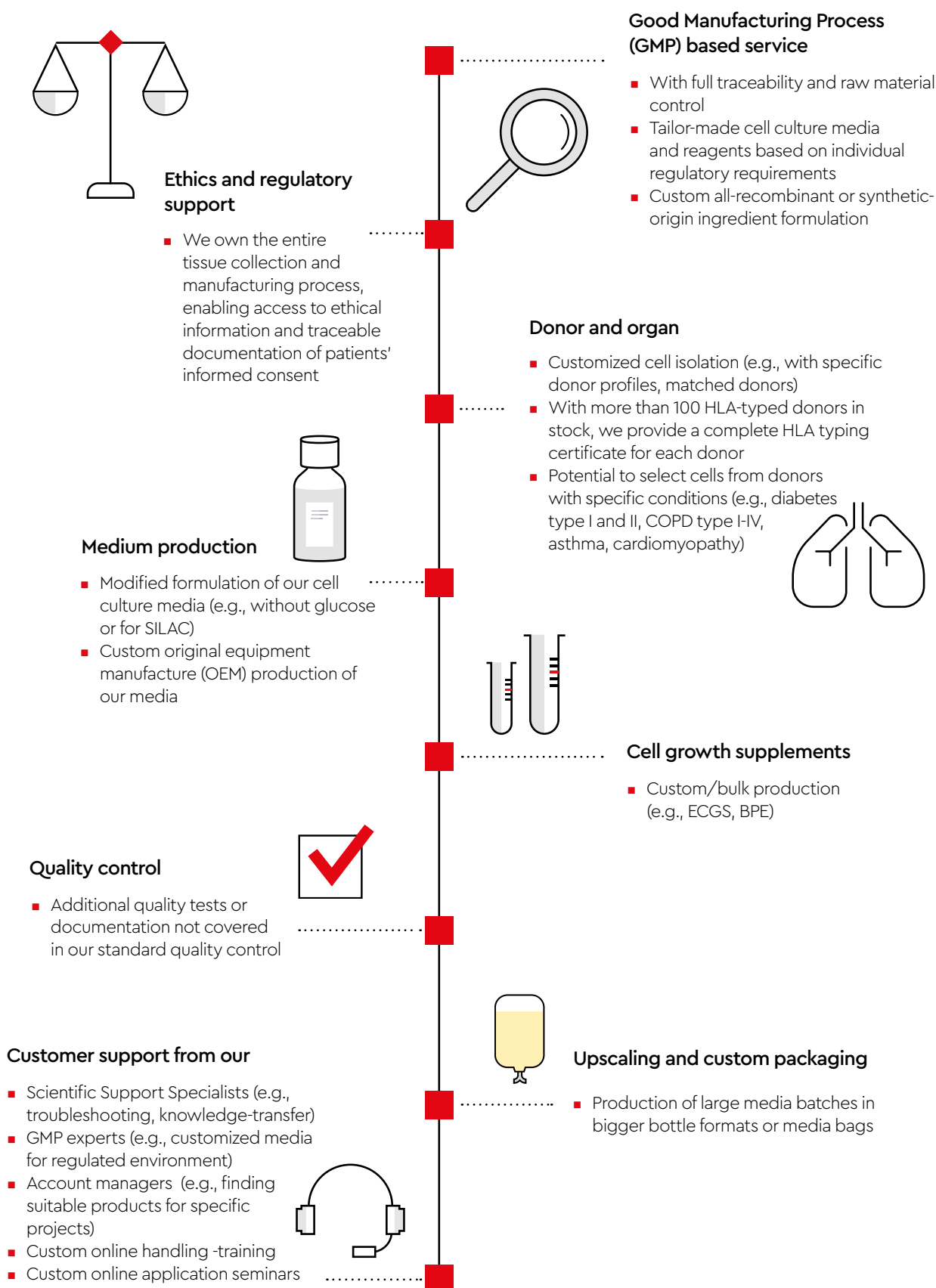
- Our Quality Management System is certified according to the EXCiPACT™ GMP standard
- We operate according to ISO 9001:2015 to "consistently provide products and services that meet customer and applicable statutory and regulatory requirements"

The best product is the one tailored to your needs

We own our entire manufacturing process, meaning we can create customized products to meet your exact needs. Regardless of your organization's size, the stage of your research or specialized needs, we offer a broad range of customization options to help you achieve your research goals.

Discover our customization possibilities

Your cell culture needs are unique—our customization options are built to match them



Custom solutions for pharma and biotech

Our Custom GMP Services bridge the gap between research and clinical implementation. We provide Excipient GMP-grade cell culture media manufacturing specifically designed for research institutions, biotech organizations, and red biotechnology innovators developing cell therapies and regenerative medicine approaches. Our custom cell culture media formulations are tailored to your needs, whether that involves special ingredients, specific testing requirements, or regulatory compliance. Our media solutions are

available in both standard and Excipient GMP-grade versions, ensuring they meet your regulatory needs with comprehensive documentation, including Quality Assessment Files, Certificates of Analysis (CoA), and Certificates of Origin (CoO). For larger projects, we offer upscaling and custom packaging options, including media bottles and bags in various sizes, as well as bulk growth supplements. This flexibility allows you to focus on your research while we handle the logistics of media production and compliance.

Customized products enable:



Scaling up experiments for manufacturing



Modification of existing formulations for media to improve manufacturability



Accelerating to meet specific timelines



Media components sourced from qualified sources only



The flexibility required to meet project or client needs



Risk assessment to work with our media and reagents in a regulated environment

Challenge to solution: Success stories of specific custom solutions



In close cooperation with our customers, we develop innovative solutions for all individual challenges in human primary cell culture. Find some specific examples below.

1

Custom GMP Services: Batch volumes

Challenge

Regenerative medicine requires large amounts of media to cultivate *in vitro* organs.

Specific requirement

Packaging the media in 500 ml bottles is not suitable for shipment or storage and produces a lot of waste.

Solution

We produce customized media bags containing the volume of the corresponding media required (1 L bottle, 5–20 L media bags).

2

Custom GMP Services: Pilot medium batch

Challenge

Customized modifications pose a risk of not being optimal for your cell culture applications. This is crucial to consider before moving forward with full-scale media production order.

Specific requirement

Pilot batch of medium to optimize formulation.

Solution

Once we've defined your tailored solution, we move into pilot production, where small-scale batches are developed to test performance and compatibility within your process. This collaborative phase allows us to fine-tune the formulation and ensure it meets all functional and regulatory expectations. Together, we evaluate that your custom medium is ready for the next step.

3

Cell expansion service

Challenge

Upscaling your cell culture in-house can be challenging for many reasons. For example, cell expansion often requires handling by different individuals, which can lead to inconsistencies in the cell quality. Additionally, cell expansion is time-consuming and can increase the cost of your research because of the substantial investment in personnel. To save you time and money, we provide our cell expansion service that is tailored to your exact needs.

Specific requirement

Bulk production of cells based on your requirements (e.g., passage and cell number).

Solution

We can support you in generating large quantities of primary cells from single donors and a variety of cell types by providing our cell expansion service. We guarantee standardized and consistent cell morphology, cellular function, and cell type-specific characteristics of the expanded cells. As for any other primary cell requests, we provide fully traceable documentation of patients' informed consent.

4

HLA-typed human primary cells

Challenge

Unlike animal models, HLA-typed cells offer an optimal platform for testing tumor-reactive T-cells in a culture that closely represents the human system. With the rapid rise of personalized cancer immunotherapies such as adoptive cell therapy, custom HLA-typed cells have become essential for developing and evaluating new drugs. At the same time in dermatology, researchers are also seeking to create advanced skin models using multiple cell types from the same donor.

Specific requirement

High-quality HLA-typed cells from various organs.

Solution

We deliver a comprehensive selection of HLA-typed cells from multiple organs, supporting your efforts to test therapies and detect cross-reactivity. With more than 100 HLA-typed donors in stock, we provide a complete HLA typing certificate for each donor — so that you can stop spending valuable time on primary cell typing.

5

eProcurement integration solutions

Challenge

Efficient and compliant purchasing is essential in modern research and production environments.

Solution

eProcurement is the digital integration of supplier catalogs and order management directly into your purchasing system. It allows scientific and procurement teams to order products efficiently, maintain compliance, and access accurate, real-time data without leaving their internal platforms. Our integration supports purchasing processes in pharma, biotech, CROs, and academic institutions, helping teams save time and achieve transparent, audit-ready operations. Our catalog integrates directly into your existing procurement environment. Simply contact our team. We'll review your system requirements and guide you through onboarding.

Specific requirement

Streamline order approvals, reduce manual steps, and maintain transparent, standardized purchasing processes across all departments.

Contact us

Your journey from discovery to commercialization deserves a partner you can rely on. For orders, expert guidance, or product information, our team is ready when you are.

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You can also contact us on our website at [promocell.com](https://www.promocell.com)

How to place an order

Ordering is simple- just pick one of the options below:

Email: Send your order to order@promocell.com.

Fax: Visit our website to select your country and find the corresponding fax number.

Online shop: Create an account on our website for easy and secure online ordering. Once registered, you can log in for all future orders.

Get scientific support

For technical or scientific inquiries, our dedicated support team is available to provide detailed information and assistance:

Email: scientific.support@promocell.com; TCS.US@promocell.com for the USA

Phone: **Germany:** 0800-776 66 23 (toll-free)

UK: 0800-96 03 33 (toll-free)

France: 0800 90 93 32 (ligne verte)

USA: +1-866-827-9219 (toll-free)

All other countries: +49-6221-649 34 0

Custom GMP Services

Reach out to gmp@promocell.com to discuss your specialized formulation needs and begin your tailored GMP media development journey.

Additional resources

Terms & Conditions: [promocell.com/terms-conditions/](https://www.promocell.com/terms-conditions/)

Scientific resources: Explore our comprehensive library of scientific materials at [promocell.com/resources/](https://www.promocell.com/resources/)

Partner with us to drive your cell-based research forward. Get in touch today to begin.

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