# **Life Technologies**

# Interactive Samples

These interactives were designed after the original content was created. The interactives are meant to reinforce the learning and activities that takes place in the live workshop. All participants are expected to attend the live workshop as well as utilize the online course and WebEx sessions for additional support.

# **Table of Contents**

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### General Instructions:

- All interactives should map to the Life Technologies templates.
- The instructions for each interactive starts with a title page noting the asset name and any relevant notes.
- I also used comment boxes to make comments on the slides themselves.
- Content in the Notes pane is for narration unless otherwise specified.
- Please bee sure to double-check spelling and grammar against the source document.

# **Storyboard Phase**

These instructions are directed towards the multimedia team who create the interactives.

# 001861 Positioning and Segmentation – Location in course TBD

New interactive to introduce customers to learner.

Use information in next five slides to create a custom CNS. Original images and information can be found on the whiteboard in the following file:

Life technologies\ID\Source\Customer Persona Mapping\_P&S and P&P

eLearning.pdf

Please recreate **ALL** text and graphs so it is consistently crisp and sharp.



Sarah University Lab Technician Aspiring PhD Student



Scott CEO Biotech Firm Thinks Big

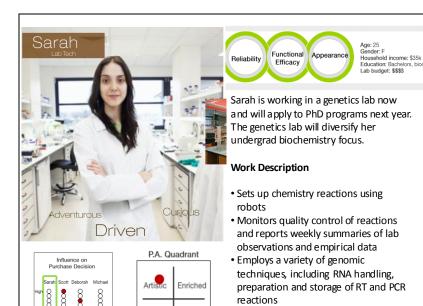


**Deborah**Professor/Purchaser/Principal Investigator
Career-Focused



**Michael** Forensic DNA Analyst Mystery-Buster

CNS – location in course TBD. Each of the clickies should open to a profile of the person (displayed on the next four slides). The original images can be found on the whiteboard in the following file: Life technologies\ID\Source\Customer Persona Mapping\_P&S and P&P eLearning.pdf



Basic

Versatile

The original images can be found on the whiteboard in the following file: Life technologies\ID\Source\Customer Persona Mapping\_P&S and P&P eLearning.pdf

· Operates various liquid handling

devices and sensitive laser scanners

### 001861 Positioning and Segmentation - 02a\_p3\_1

This screen already exists. Please add the interactivity and instruction text detailed in the next slide to the existing screen.



001861 Positioning and Segmentation - 02a\_p3\_1

Symbolic vs. Functional Needs - Create table as a flash asset that the student can click on to enlarge each row and read it more effectively giving them the examples they will need.

001861Positioning and Segmentation - 02a p4 1

### **Value Creation**

Use the following 8 slides to create a Flash interactive.



02a\_p4\_1

Now, it's your turn. You will create your own table for the Thea system. First, let's review how to complete the Value Creation table.

Consider a representative customer from your main segment. First, describe that customer in the left column. The more detailed the description, the easier it would be to optimize the strategy. Next, in the middle column, try and define the needs this customer has as they pertain to the relevant context. Needs can be defined as any value-creating aspect, and should be defined at the most basic, yet still useful way. For example, ease of use is almost always a need, but it is much more useful to break it down into components, such as work-flow complexity, number of hands needed, number of different steps to the process, etc. Finally, try to match current and potential product attributes to the needs. For example, a one-step process may be a product attribute that meets the ease of use need, but so can a simple digital control panel.

# Background Gel Electrophoresis TAG1

### 02a p4 2

To complete the table, you are going to need to know a little background on the Thea system and gel electrophoresis.

Gel electrophoresis is the process that uses electricity to separate DNA or protein fragments by size as they migrate through a gel matrix. Because of its various applications, gel electrophoresis has become a large business with good growth. However, the process of conducting gel electrophoresis has changed very little since its development in the 1970s. Conducting the gel electrophoresis involves many steps and takes an inefficient amount of time to complete. Thankfully, alternative technologies such as Life Technologies' Thea system are on the rise.

# The Thea System

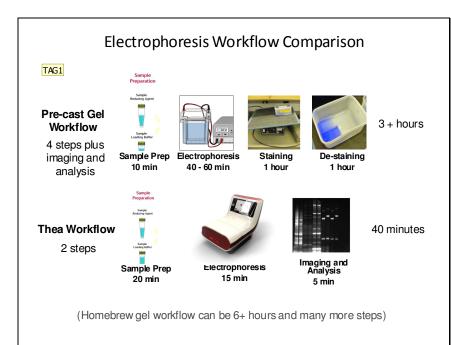
- Running, Imaging, and Analysis instrument
  - Gel tank and power supply
  - Imaging system
  - Image analysis software
  - Small instrument footprint
  - Cassette with wedge-shaped wells
    - 50% greater load capacity
    - Easy-loading
- Gel and membrane holder
  - Western applications
  - Increased detection sensitivity
    Fluorescent Standard 12 total bands
    MW estimation; 1 band relative
    quantitation
- Fluorogenic label kit
  - Robust labeling, non-hazardous chemistry
- New NuPAGE® gel chemistry
  - 15 minute gel runs with NuPAGE®

    performance



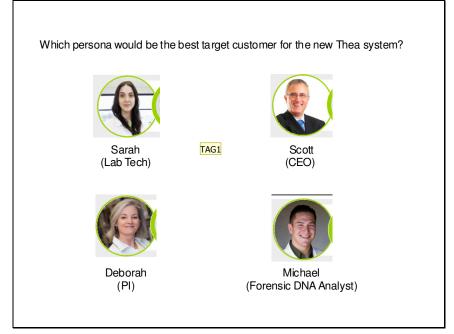
### 02a\_p4\_3

The goal of the Thea system is to rejuvenate the industry, based on a new customer-focused approach and inspire next generation products ultimately accelerating the growth of Life Technologies products in the field of gel electrophoresis. Review the Theqa system information and then click **Next** to continue.



# 02a p4 4 Here you can see the differences between

the traditional pre-cast gel workflow and the efficient Thea workflow.



02a p4 5

Knowing what you do about the Thea system, which persona would be the best target customer for the new Thea system (For reference, the full customer personas can be found on the Resource tab)?

Sarah – Sarah works in a lab, but because she is an undergrad, she doesn't have much exposure to DNA or protein testing directly. Try again.

**Scott** – Scott may make the ultimate decision in what system is purchased, however he doesn't have a lot of experience with using the system in the lab. Try again.

**Deborah** – Deborah is a good guess, but her involvement with electrophoresis is limited. There may be a better choice. Try again.

Michael - Michael is correct. Although he may not have a lot of influence on most purchasing decisions, this one is right up his alley. Let's hear a little bit more about Michael.

# Michael



# With respect to electrophoresis, Michael needs to:

- Characterize DNA in a complex sample
- Reproduce results with accuracy

### Concerns:

- Space-saving design
- Budget
- · Ease of use
- Efficient processing times
- Eco-friendliness
- Confidence in product



### 02a\_p4\_6

Michael: "My job as a Forensic DNA Analyst requires that I conduct numerous gel electrophoreses. That means I have to characterize DNA in a complex sample, and be able to reproduce my results with accuracy. We've been doing gel electrophoresis the same way since the 1970s. It would be great to see innovation in this area. I don't have a lot of space in my lab for new equipment and I definitely have to keep costs down as much as possible. I probably would only be interested in a new product if the new equipment or processes are easy-to-use, function quickly, eco-friendly, and give me the same level of confidence I have using gel electrophoresis."

### 02a\_p4\_7

Using Michael as the target customer, complete the table by typing his needs and the Thea system attributes that fulfill those needs in the appropriate cells. When you have finished, click **Submit** to review your answers.



02a\_p4\_7 (cont'd)
Here are your answers with the suggested answers. When you have finished reviewing them, click **Next** to continue the course.

# 001861 - Positioning and Segmentation

- The Remaining Slides are one slide to each interactive.
- The asset number and development notes for each interactive can be found in the Notes section.



001861 Positioning and Segmentation - 02b p2 1

**Value Proposition** - Create an interactive table in which the learner can input their answers into each column and print or save the resulting form.



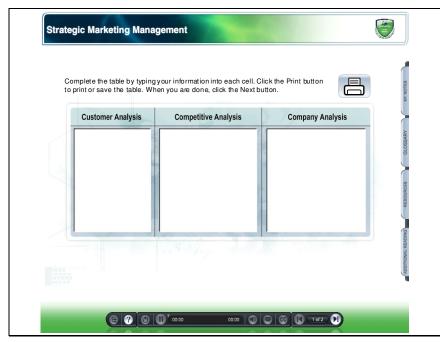
001861 Positioning and Segmentation - 02c p1 1

**NPV** - Create an interactive calculator in which the learner can input values to calculate NPV.



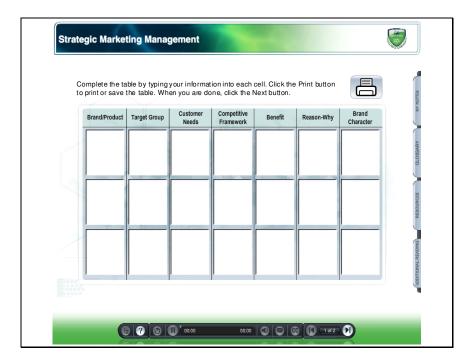
001861 Positioning and Segmentation - 03b\_p3\_1

**The Positioning Statement** - Create three choices for each component of the Positioning Statement and allow learner to select the appropriate choice for each component.



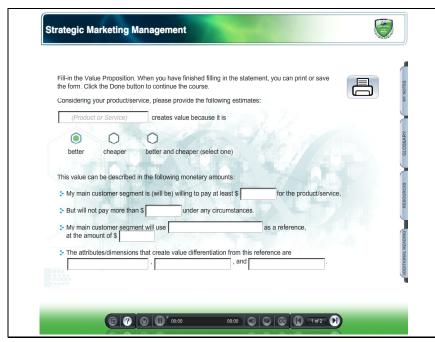
001861 Positioning and Segmentation - 03b p4 1

**3C Analysis** - Create an interactive table in which the learner can input their answers into each column and print or save the resulting form.



001861 Positioning and Segmentation - 03b p5 1

**Positioning Matrix** - Create an interactive table that allows the learner to input their answers into each cell and print or save the resulting form.



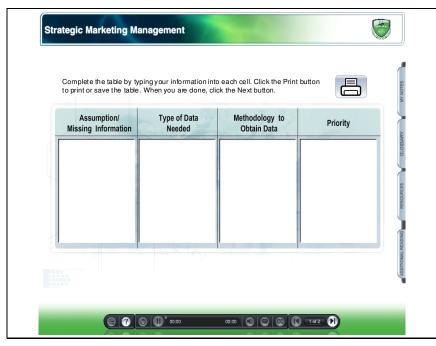
001909 Pricing and Profitability - 02b\_p4\_2

What's My Value? - Create an interactive that allows the learner to fill-in the blanks and print or save the resulting form.



001909 Pricing and Profitability - 02e p2 1

**Lifetime Value** - Create an interactive calculator in which the learner can input values to calculate Lifetime Value.



001909 Pricing and Profitability - 03a\_p5\_2

Where Are My Answers? - Create an interactive table in which the learner can input their answers into each column and print or save the resulting form.



001909 Pricing and Profitability - 03b p3 2

**Demand Curve** - Create an interactive that allows the learner to drag data points to the graph to display the demand curve. The learner should be able to print or save their graph.



001909 Pricing and Profitability - 04a\_p3\_4

Price Segmentation - Create a drag-and-drop interaction that allows learner to group customers into different segments based on given attributes. Present a few scenarios and attributes so learner has a number of opportunities to segment the same population.



001909 Pricing and Profitability - 04e\_p1\_6

Nash Equilibrium - Create an interactive pricing "game" in which the learner chooses a number to come closest to the 20% mark. We can use the actually distribution of numbers from the live course as the other competitors.

# **Finalized Interactives**

**Completed Interactive Samples** 



Functional needs are those needs that relate to the product's physical attributes and satisfy consumers' product-related needs, while symbolic needs are generally centered around enhancing the social or emotional being of the customer. Let's take a look at some real customer needs and the product attributes that fill these needs.

Click each row to review the need and product attribute for each customer.

The following screens are part of a large interactive.

# **Completed Interactive Samples**

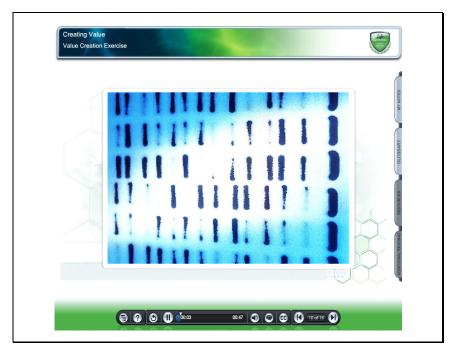


Now, it's your turn. To complete the table, you are going to need to know a little background on the types of customers Life Technologies has, as well as the Thea system and gel electrophoresis. Let's begin with the customers.

Click each consumer persona to learn more about each type of Life Technologies customer.



NOTE: This is just an example of one of the finished personas. All four personas are clickable.



Now that you have met some of our customers, let's take a look at gel electrophoresis and the Thea system.

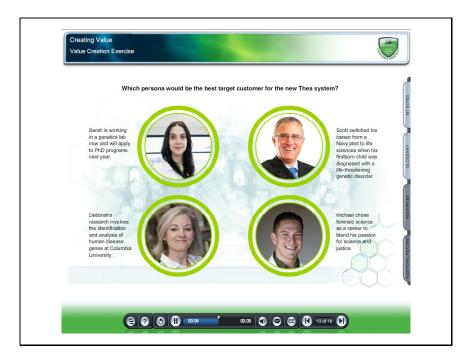
Gel electrophoresis is the process that uses electricity to separate DNA or protein fragments by size as they migrate through a gel matrix. Because of its various applications, gel electrophoresis has become a large business with good growth. However, the process of conducting gel electrophoresis has changed very little since its development in the 1970s. Conducting the gel electrophoresis involves many steps and takes an inefficient amount of time to complete. Thankfully, alternative technologies such as Life Technologies' Thea system are on the rise.



The goal of the Thea system is to rejuvenate the industry, based on a new customer-focused approach, and inspire next-generation products, ultimately accelerating the growth of Life Technologies products in the field of gel electrophoresis. Review the Thea system information and then click Next to continue.



Here you can see the differences between the traditional pre-cast gel workflow and the efficient Thea workflow.



Knowing what you do about the Thea system, which persona would be the best target customer for it?



My job as a Forensic DNA Analyst requires that I conduct numerous gel electrophoreses. I characterize DNA in complex samples, and must be able to reproduce my results with accuracy. We've been doing gel electrophoresis the same way since the 1970s. It would be refreshing to see innovation in this area. However, I don't have a lot of space in my lab for new equipment, and I definitely have to keep costs down as much as possible. I would probably only be interested in a new product if the new equipment or processes are easy-to-use, function quickly, are eco-friendly, and give me the same level of confidence I have using gel electrophoresis.



Using Michael as the target customer, complete the table by typing his needs and the Thea system attributes that fulfill those needs in the appropriate cells. When you have finished, click Submit to review your answers.



Answers will be shown after the learner clicks the Submit button.