

# Black Box, Fantasy, or Gödel's Knot?

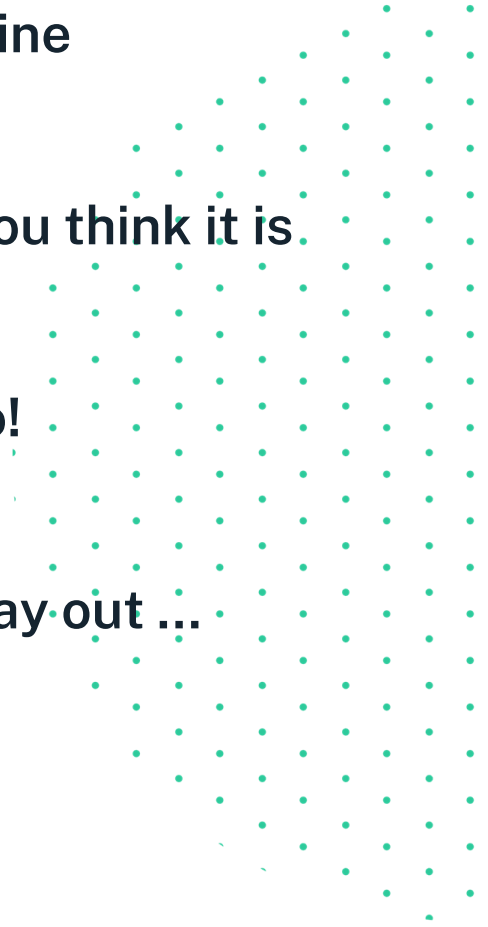
*Why mass spectrometry in  
Biopharma is none of these*



# Agenda



1. Mass Spec Basics and Timeline
2. Case Study 1: It's not what you think it is
3. Case Study 2: we told you so!
4. Future Planning: there's a way out ...
5. Questions



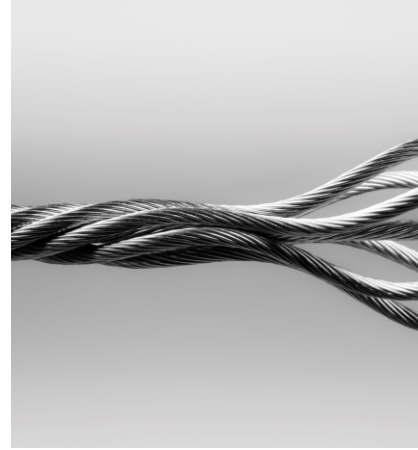
# (Modern) Mass Spec Basics



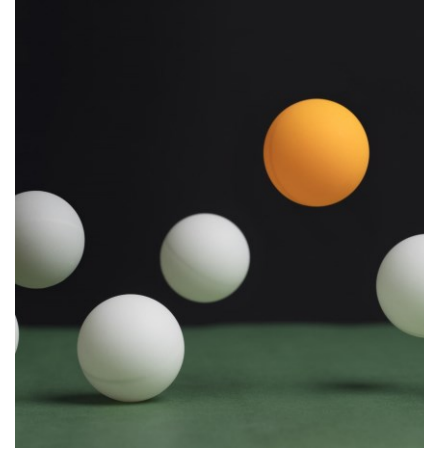
**Separation  
Device**



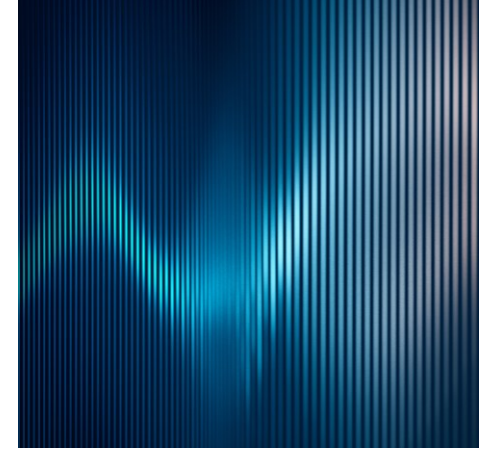
**Ionization  
system**



**Ion Separation**



**Ion detection**



**(Spectral)  
Output**

# (Modern) Mass Spec Basics - Caveats



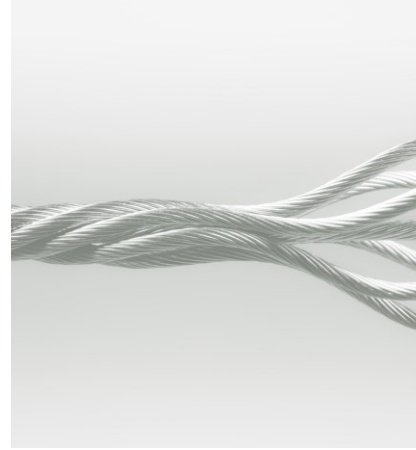
## Separation Device

- Molecule specific
- Needs method development
- Interfacing to MS: MATRIX dependency



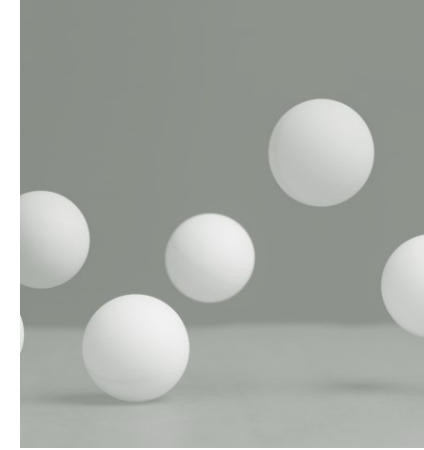
## Ionization system

- Technique specific – not universal
- Charge reliance therefore matrix dependent



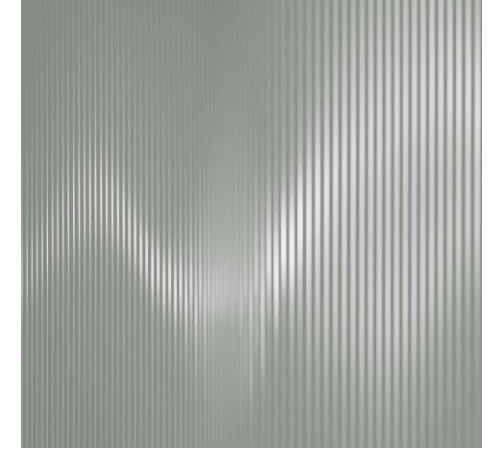
## Ion Separation

- SIZE dependency
- Molecule dependency (MS types)
- Mass to charge mechanisms (NOT Mass!)



## Ion detection

- CONCENTRATION DEPENDENT - Limited dynamic range
- Subject to INTERFERENCES



## (Spectral) Output

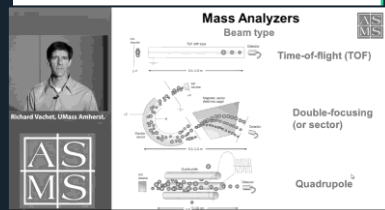
- HUGE data load
- Needs INTERPRETATION (and so now SOFTWARE)



# Mass Spectrometry Development Pseudo-Timeline

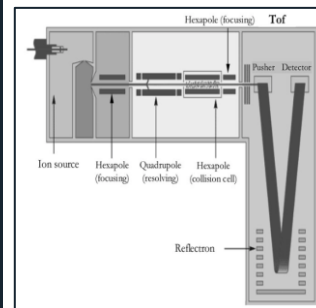
**Wide variety of 'general' tools**

Magnetic sectors, Quadrupoles, GC.

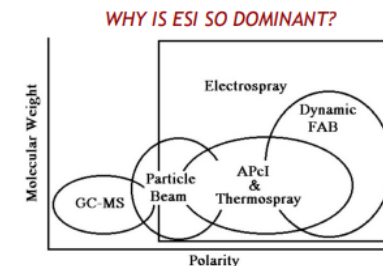


<https://player.vimeo.com/video/68728880>

**New Ionization techniques (at atmosphere)**



**Very 'High Mass' instruments**



Thomas R. Sharp, Pfizer Global Research and Development

[https://www.asms.org/docs/default-source/history-posters/tech\\_asms-lcms-poster\\_2018\\_final-\(1\).pdf?sfvrsn=ef3476c3\\_0](https://www.asms.org/docs/default-source/history-posters/tech_asms-lcms-poster_2018_final-(1).pdf?sfvrsn=ef3476c3_0)

**Tandem Mass spec (MSMS) and high Resolution**

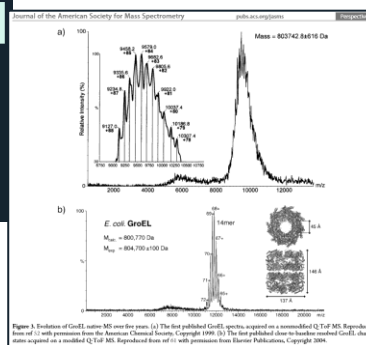
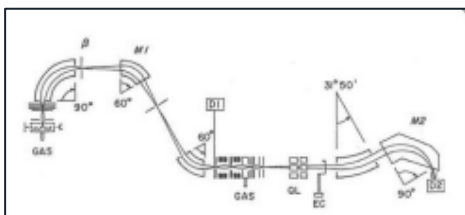
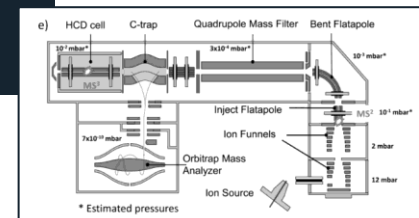


Figure 3. Evolution of GroEL native MS over five years. (a) The first published GroEL spectra, acquired on a nonmodified Q-T of MS. Reproduced from [1] with permission from the American Chemical Society, Copyright 1999. (b) The first published data on tandem-mass GroEL, charge state acquired on a modified Q-T of MS. Reproduced from ref [1] with permission from Elsevier Publications, Copyright 2004.

**Operations on a separations scale (GC and LC)**



**Dominance of Electrospray (ESI).**  
- Moves to 'structural biology'

<https://pubs.acs.org/action/showCitFormats?doi=10.1021/jasms.4c00348&ref=pdf>

# Scientists can Confuse Accuracy and Precision....

Almost always one or the other, not both

- To be 'both' they need:

- Calibration
- Standards
- SOPs/ Reproducibility
- Expertise?
- RIGOR!

With thanks to David Muddiman, and Diana Ayerhart:  
[https://www.asms.org/docs/default-source/what-is-ms-booklet/whatisms-poster-side-only\\_landscape.pdf?sfvrsn=117b70c3\\_0](https://www.asms.org/docs/default-source/what-is-ms-booklet/whatisms-poster-side-only_landscape.pdf?sfvrsn=117b70c3_0)

## Concept 8: Accuracy and Precision

**Mass spectrometrists always say:**

*Mass spectrometry is very accurate and precise.*

**Reality:**

*Mass spectrometrists confuse accuracy and precision.*



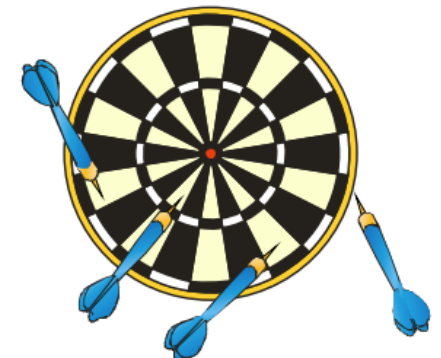
Accurate & Precise



Precise, Not Accurate



Accurate, Not Precise



Not Accurate, Not Precise

NC STATE UNIVERSITY

# Case Study 1

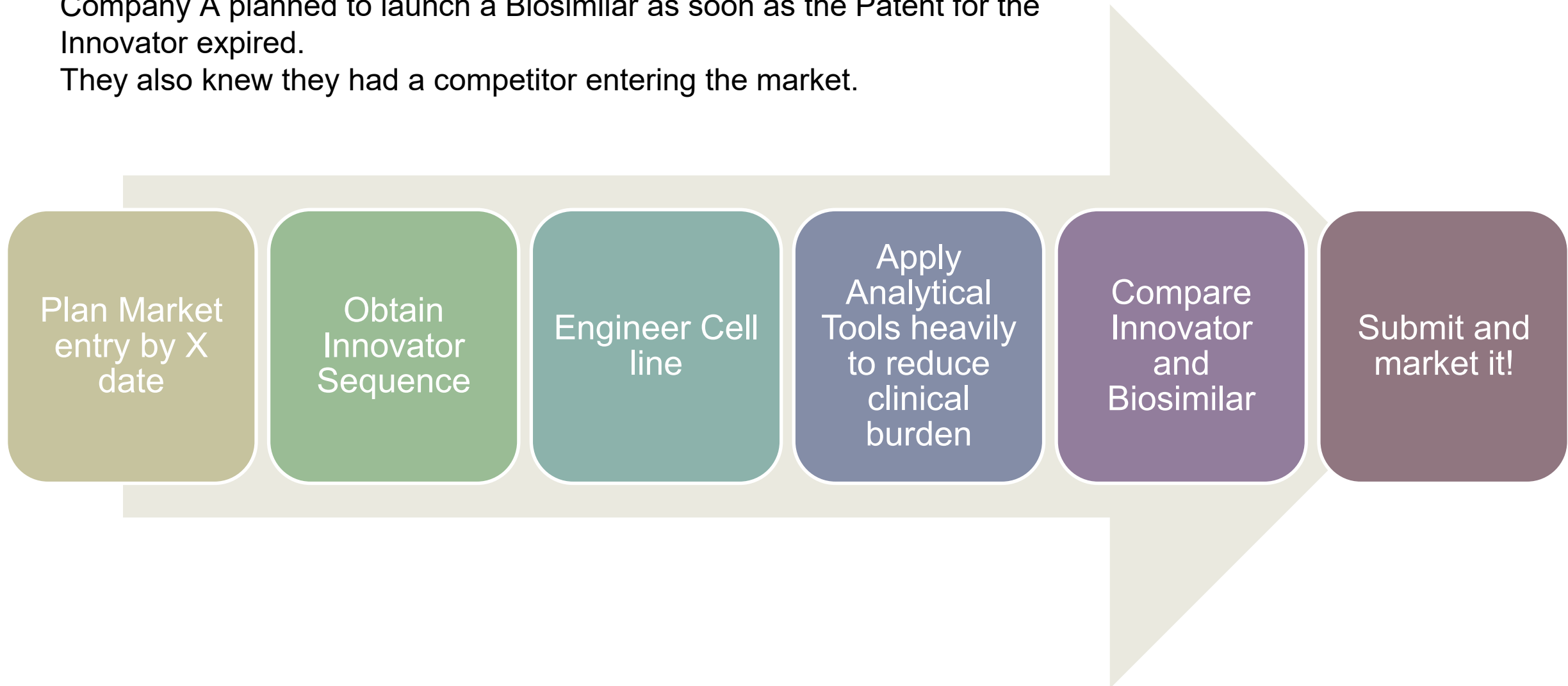
it's not what you think it is



# What did the Biosimilar Company do?

Company A planned to launch a Biosimilar as soon as the Patent for the Innovator expired.

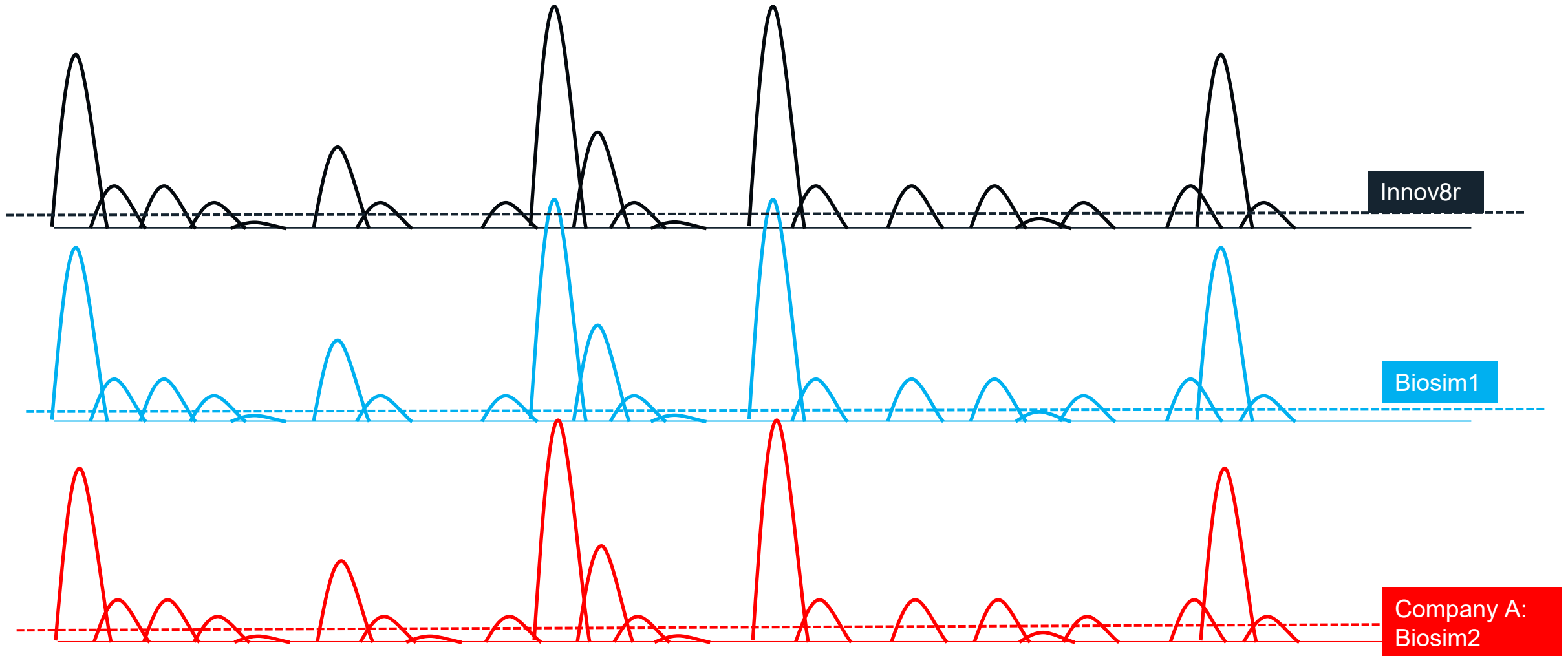
They also knew they had a competitor entering the market.





# Analytically LC-UV-MS Looks the same...

Peptide Map using LC-UV-MS is no different visually, or even above a given threshold



# The Coverage map is just fine

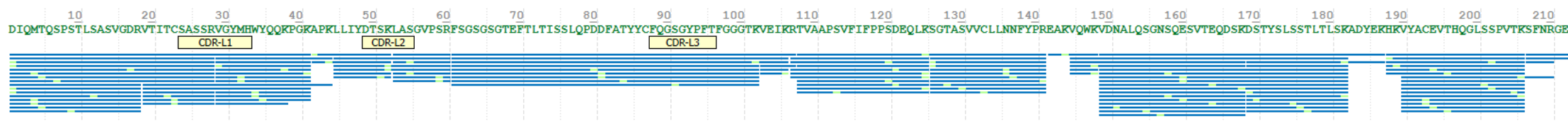
By mass, everything that is expected is indeed matched – well, to 98% anyway ...

Protein Coverage View

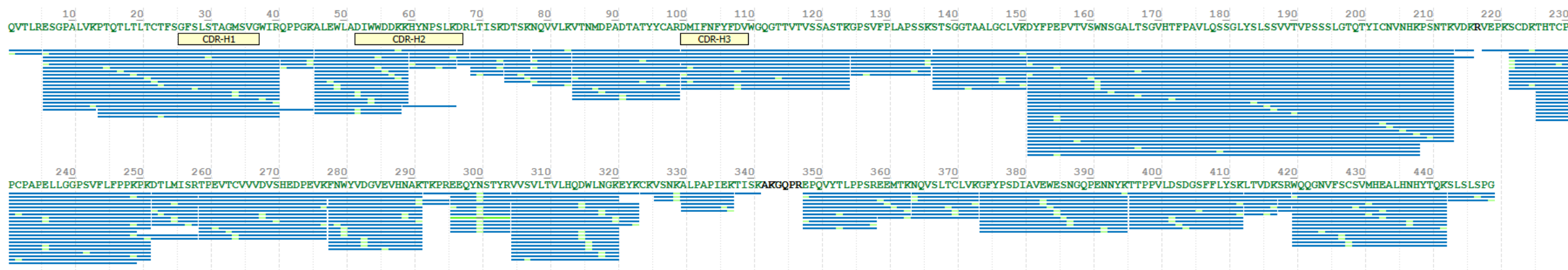
Protein Coverage

Sample name	Protein name	Protein coverage summary	Protein coverage percent	Protein molecular weight	Protein isoelectric point
Currently checked	gi 001 NISTLC NIST_REFSTD_LC	213 of 213	100.00	23123.59	7.72
Currently checked	gi 002 NISTHC NIST_REFSTD_HC	442 of 449	98.44	49451.66	8.05

gi|001|NISTLC NIST\_REFSTD\_LC



gi|002|NISTHC NIST\_REFSTD\_HC



Yes, it's the NIST mAb, but you get the point ;-) ...

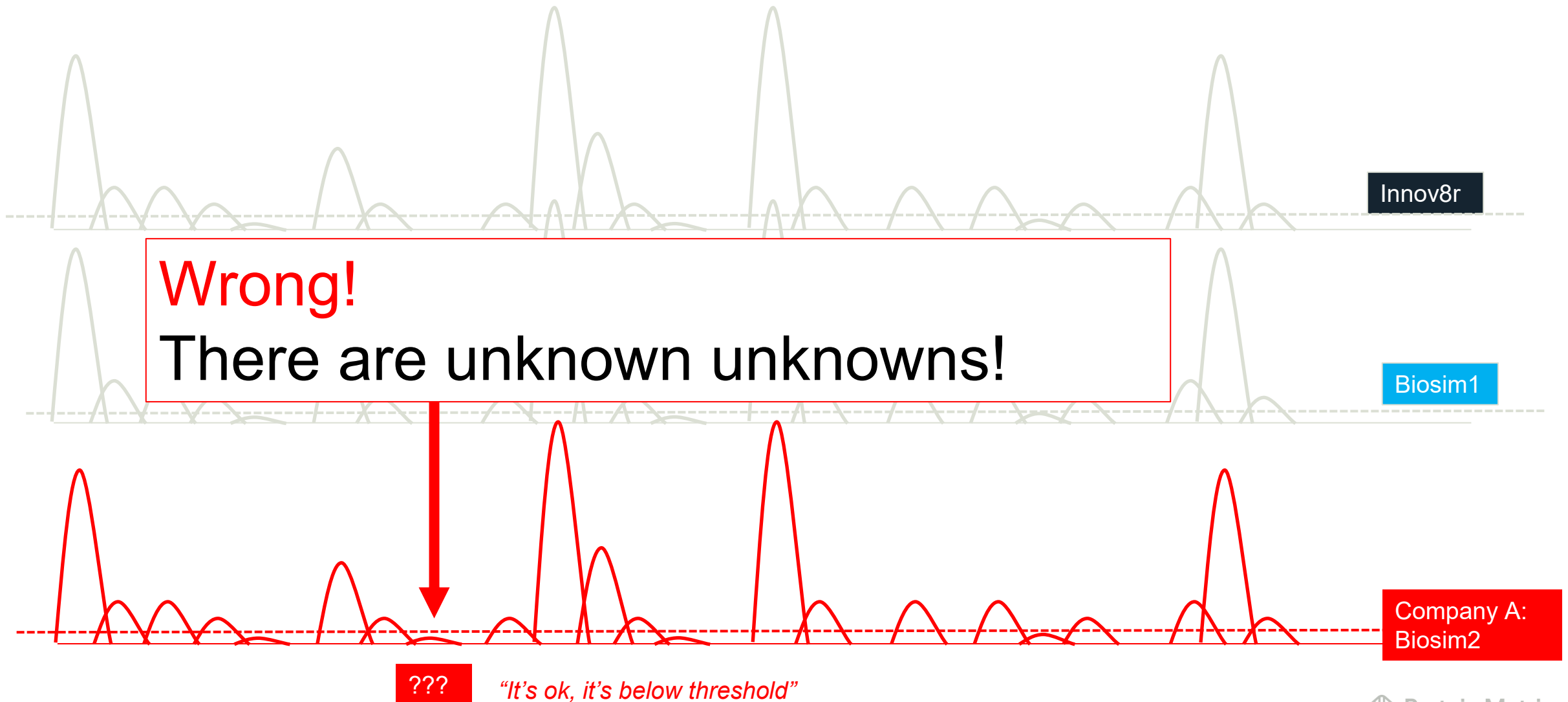
## Key Criteria by mass spec are met:

- ✓ Biosimilar Primary Sequence matches to Innovator by mass
- ✓ Coverage shows all the matches
- ✓ Expected modifications are identified

# HOORAY!



# So, there's no problem, right?



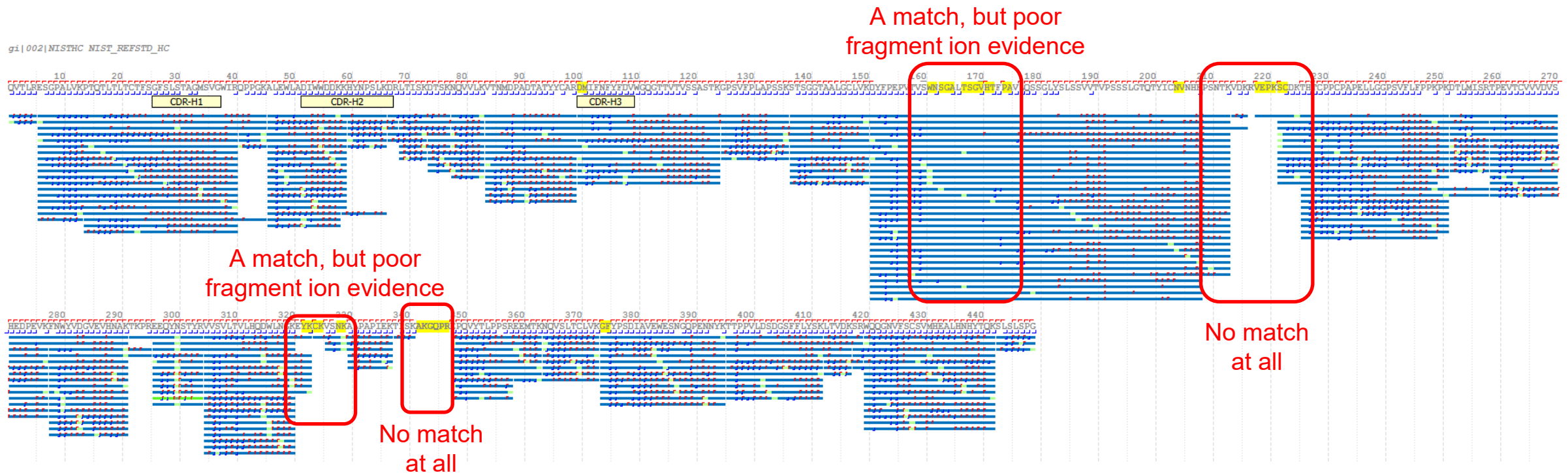


# The Coverage map is **NOT** just fine by MSMS

By mass, everything that is expected is indeed matched

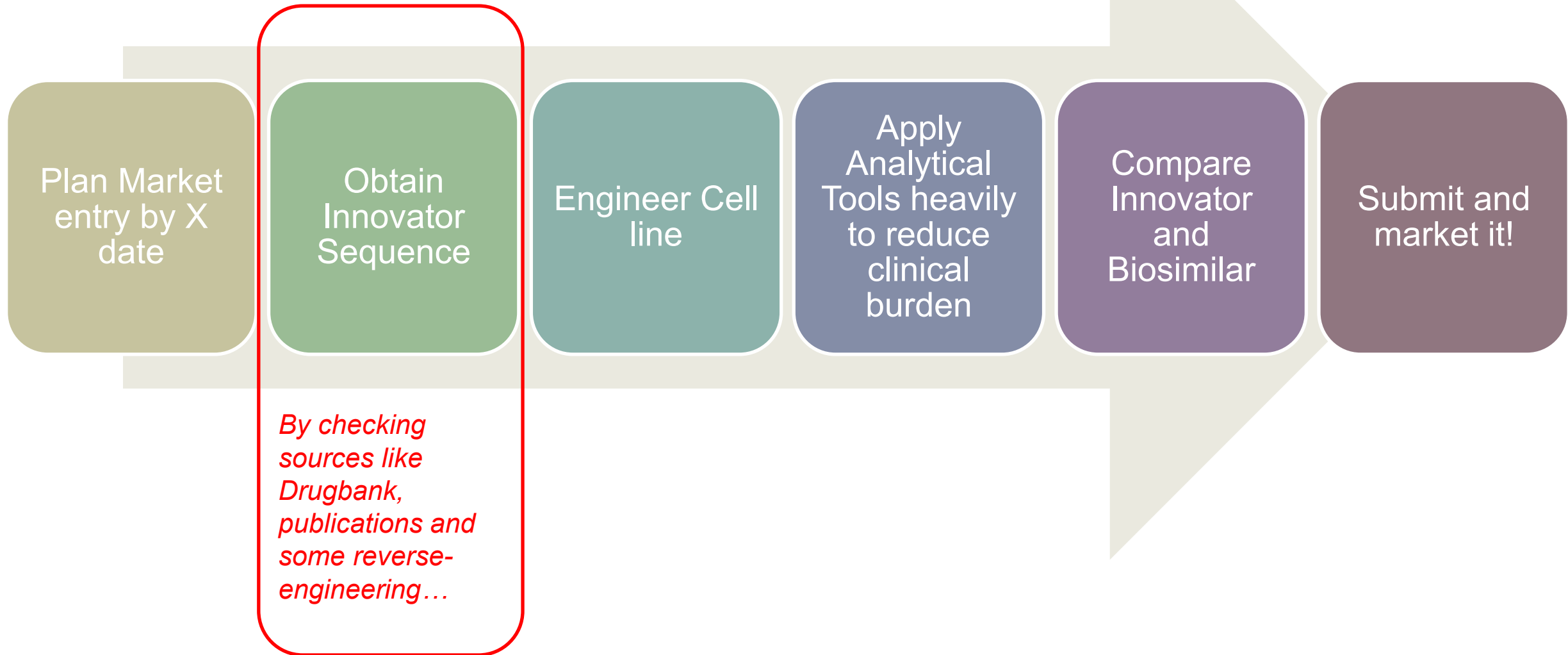
But there are sections where there is no fragment information to corroborate the mass by [Tandem mass spec \(MS/MS\)](#)

And some small sections in the HC that have no evidence – that may, or may not be, important (unknown)





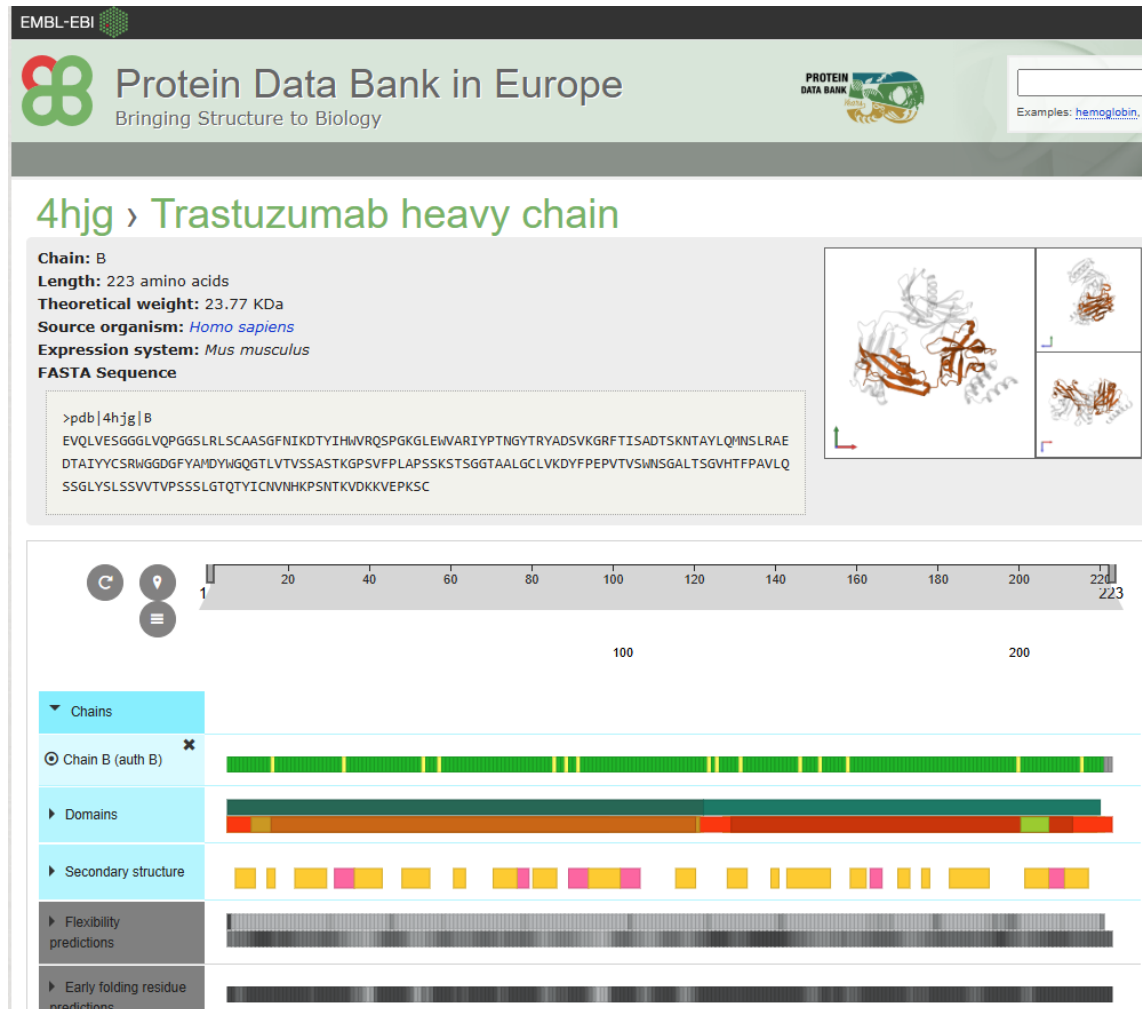
# What did the Biosimilar Company do?



# Drugbank, Sequences, and Assumptions

Drugbank sequence for Trastuzumab

- Is this the exact sequence that became a **product**?
- No one promised you that, it's between the innovator and the regulator(s)



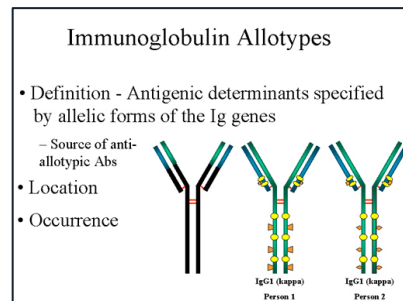
<https://www.ebi.ac.uk/pdbe/entry/pdb/4hjh/protein/2>

# Oh, Allotypes/ Isoforms/ Sequence Variants... who knew...!

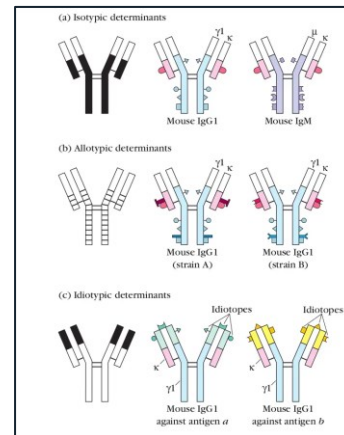
We've known since 1956 !

We also know they bind differently and are hard to identify with reagents.

So Mass spectrometry might help here....

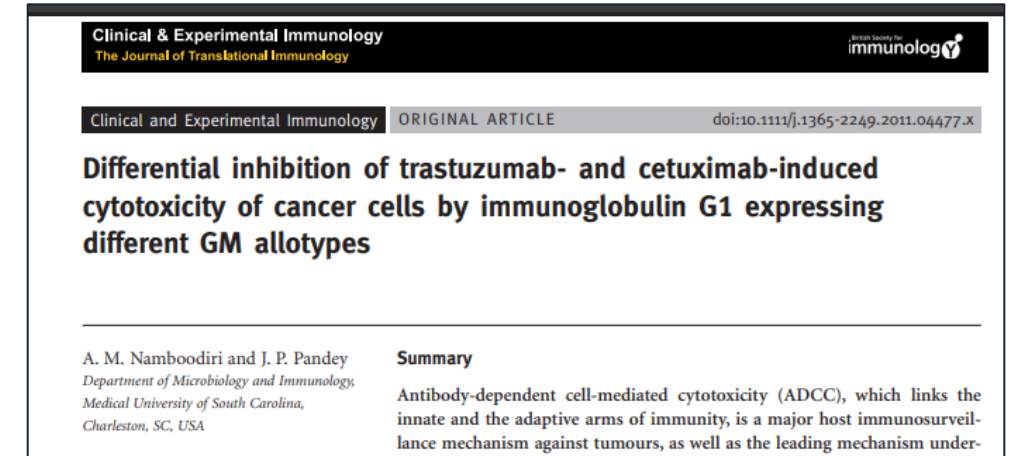


<https://www.microbiologybook.org/mayer/IgTypes2000.htm>

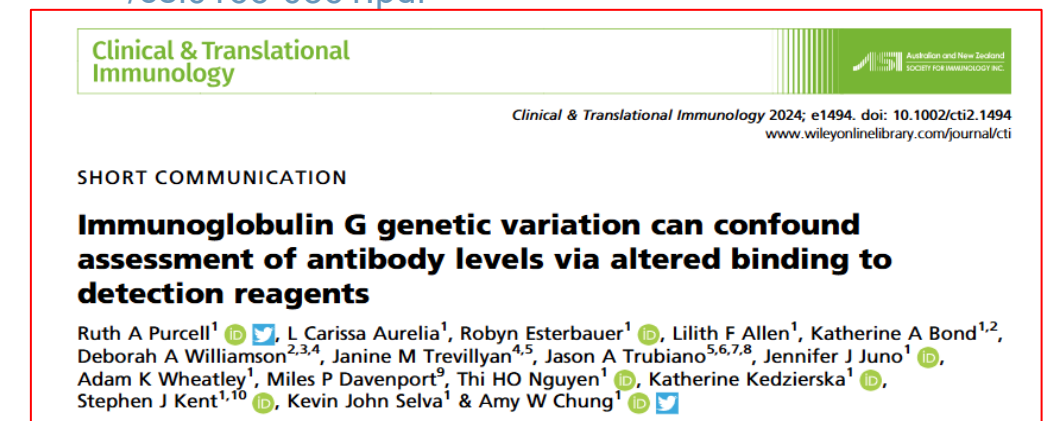


<https://microbeonline.com/isotypes-allotypes-idiotypes/>

[https://en.wikipedia.org/wiki/Allotype\\_\(immunology\)](https://en.wikipedia.org/wiki/Allotype_(immunology))

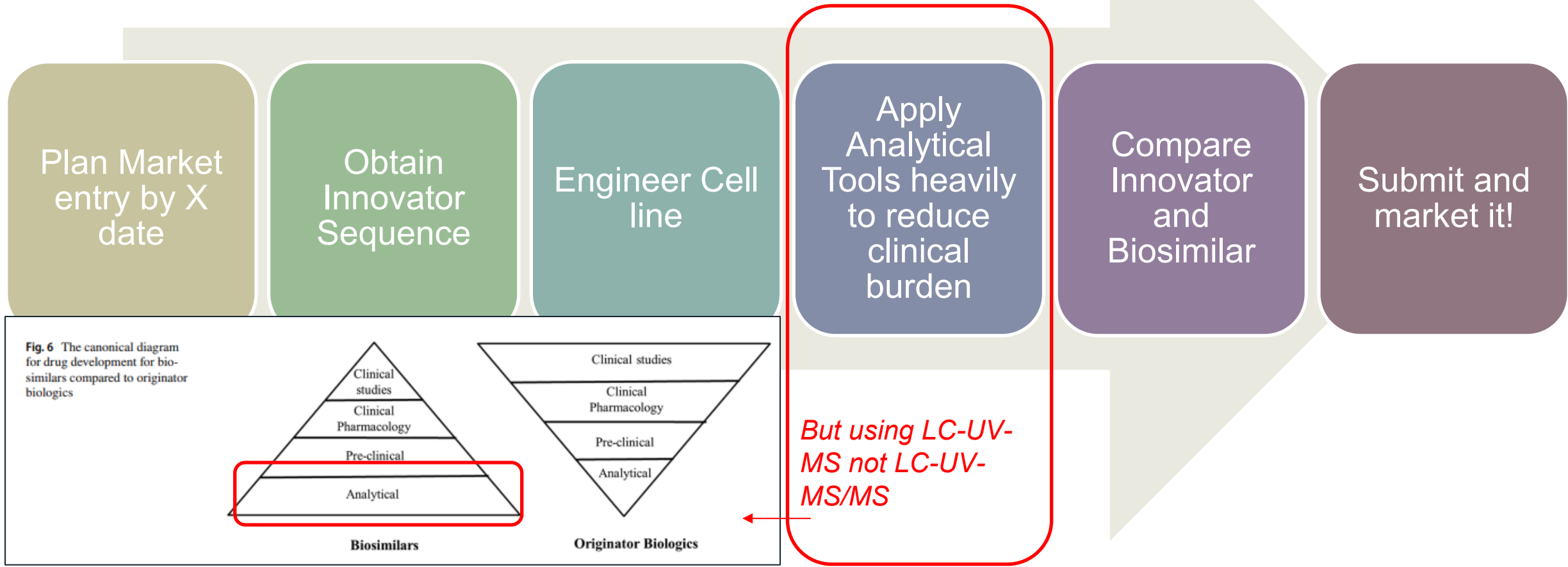


<https://pmc.ncbi.nlm.nih.gov/articles/PMC3232384/pdf/cei0166-0361.pdf>



<https://onlinelibrary.wiley.com/doi/epdf/10.1002/cti2.1494>

# What did the Biosimilar Company do?



[https://pmc.ncbi.nlm.nih.gov/articles/PMC6791907/pdf/10295\\_2019\\_Article\\_2216.pdf](https://pmc.ncbi.nlm.nih.gov/articles/PMC6791907/pdf/10295_2019_Article_2216.pdf)

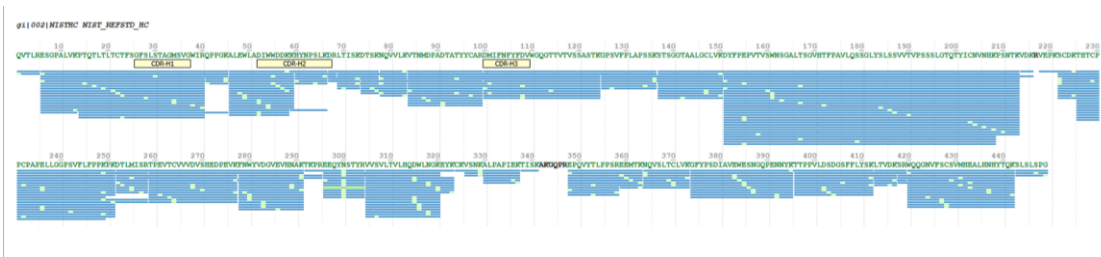
# ‘Matching’ vs ‘Proving’

MS1 is an excellent tool for **matching**

MSMS is an excellent tool for **proving** sequences of peptides by fragmentation

‘Mass Spec’ is used as a catch-all term that simply captures the general category of instrument – the difference is important.

I’ve matched everything I know about



I’ve matched almost everything I know about, and I have proof over a large part of the map





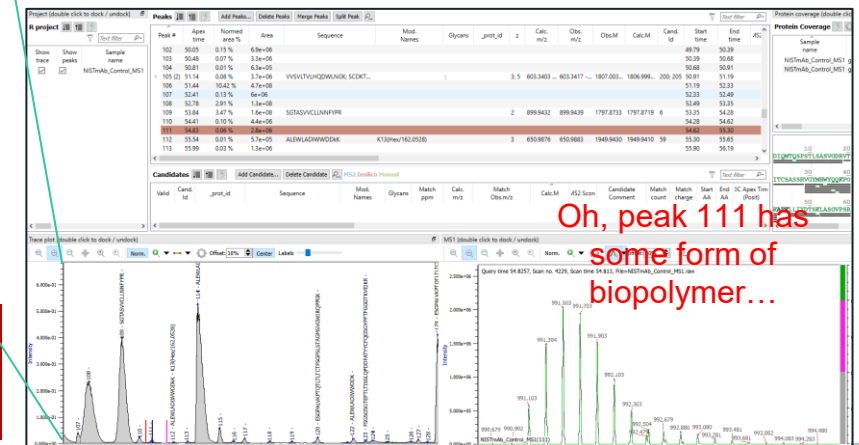
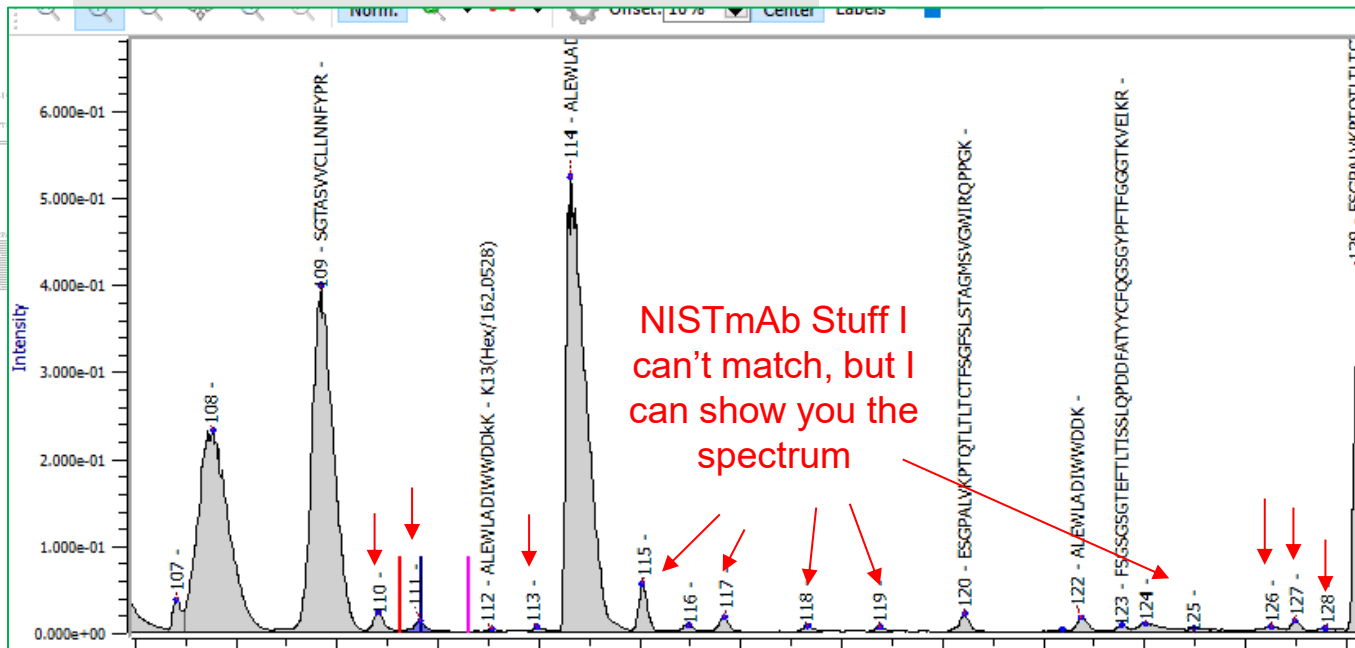
# ‘Matching’ vs ‘Proving’ vs ‘Finding’

MS1 is an excellent tool for **matching**

MSMS is an excellent tool for **proving** sequences of peptides by fragmentation

‘MS’ is used as a catch-all term that simply captures the general category of instrument – the difference is important.

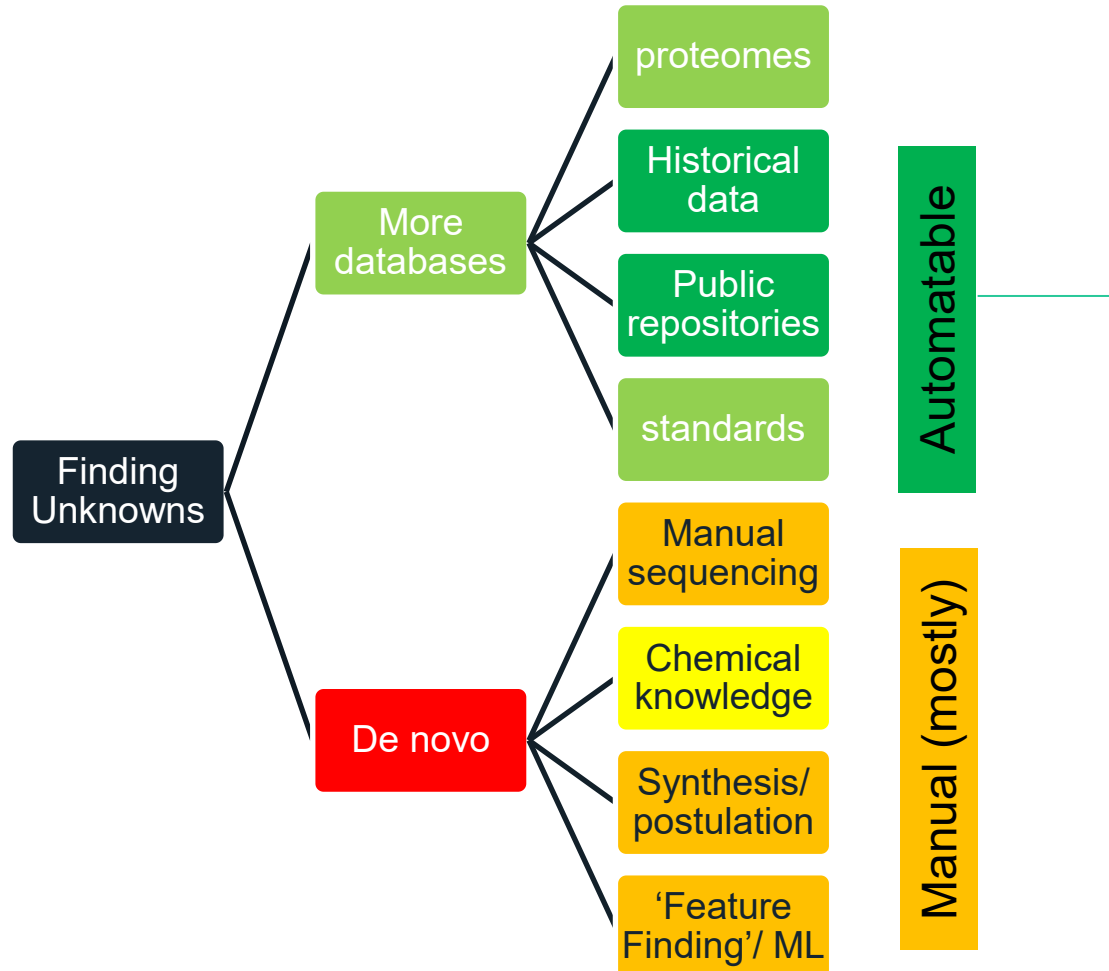
To IDENTIFY, you need a lot more information, beyond matching and proving



I have some idea of what the unknowns are, but I'm going to have to investigate (and there are a lot of them)

# Once you know, you know...

We are only as good as the data we have today, if we are doing 'matching'  
If we are 'searching', we need to spread the net



UniProt

O15111 - IKKA\_HUMAN

Protein: Inhibitor of nuclear factor kappa-B kinase subunit alpha

Gene: CHUK

Status: UniProtKB reviewed (Swiss-Prot)

Organism: Homo sapiens (Human)

Click on any of the quick access tabs to explore other data

Entry Variant viewer Feature viewer Publications External links History

BLAST Download Add Community curation (1) Add a publication Entry feedback

**Function**

Serine kinase that plays an essential role in the NF-kappa-B signaling pathway which is activated by multiple stimuli such as inflammatory cytokines, bacterial or viral products, DNA damages or other cellular stresses (PubMed:9244310, PubMed:9252186, PubMed:9346484, PubMed:18626576). Acts as part of the canonical IKK complex in the conventional pathway of NF-kappa-B activation and phosphorylates inhibitors of NF-kappa-B on serine residues (PubMed:9244310, PubMed:9252186, PubMed:9346484, PubMed:18626576).

EMBL-EBI PIR SIB

Exploring protein sequences and functional annotations with UniProt

European Bioinformatics Institute - EMBL-EBI 13.7K subscribers

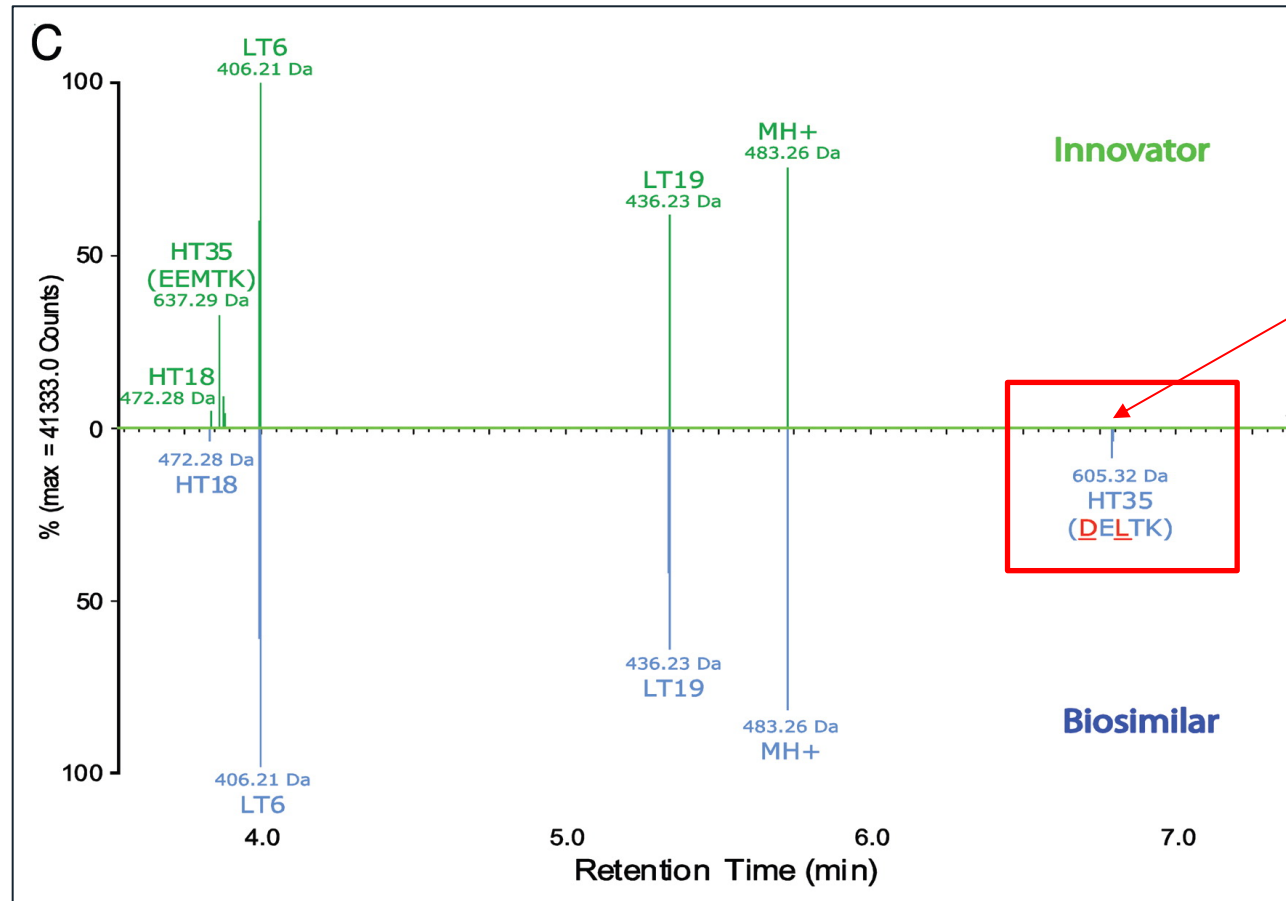
Subscribe

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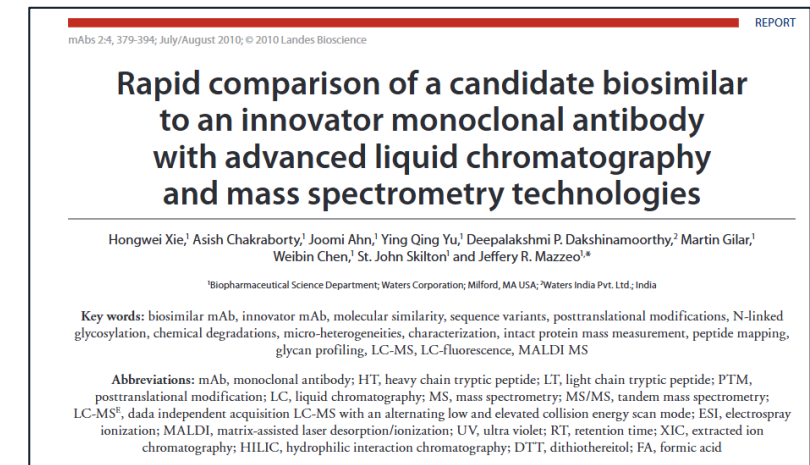
<https://www.youtube.com/watch?v=qwW7TuN4-SY>

# 'Similar' Publication in the Public Domain

In brief, an allotype was indeed created by the biosimilar's cell line, and not identified by mass (MS1) and UV alone  
The new sequence had to be identified manually



Sequence did not exist in the innovator, was in an allotype



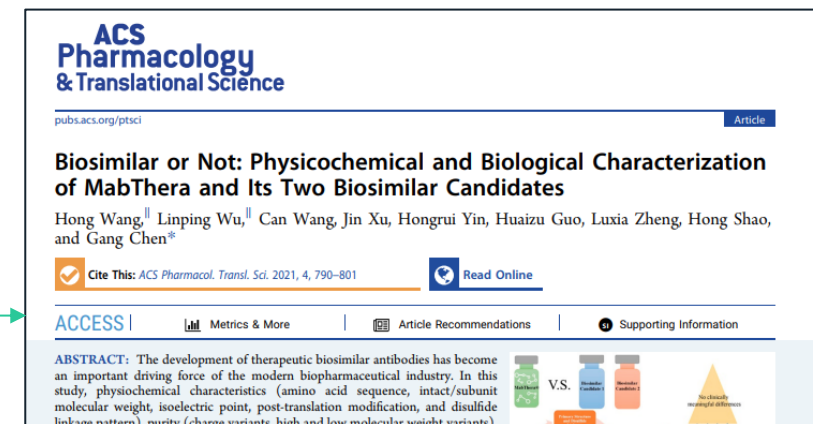
<https://doi.org/10.4161/mabs.11986>

# Is Sequence the only Showstopper?

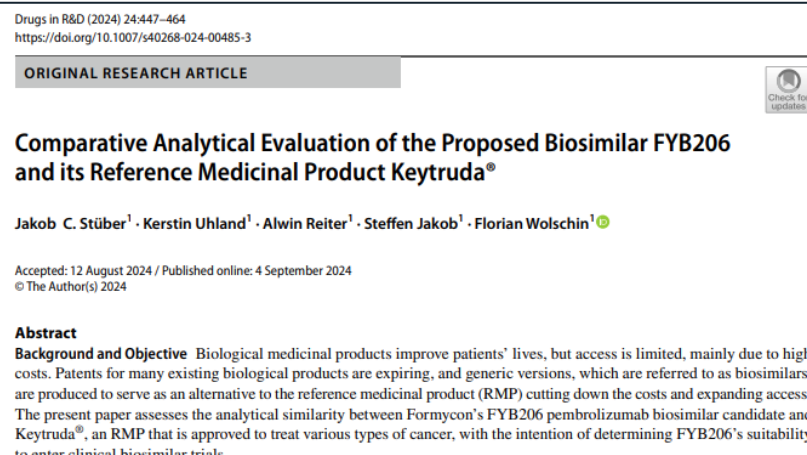
## What about all the other stuff?

*“some QAs of BC2 were dissimilar from those of the RP. First, the intact mass and peptide mapping data indicated that alanine at 219 of HC was mutated into valine, which was an allotype of IgG1. Although the allotype is designed to reduce the risk of the potential for immunogenicity, therapeutic IgG1 allotypes located in the constant region influence the pharmacokinetics through FcRn binding.<sup>28</sup> Therefore, an in vivo nonclinical study may be required to further evaluate the difference...”*

- Glycosylation
- Disulfide bonds
- ... and many more!



<https://pmc.ncbi.nlm.nih.gov/articles/PMC8033751/pdf/pt0c00225.pdf>



[https://pmc.ncbi.nlm.nih.gov/articles/PMC11456019/pdf/40268\\_2024\\_Article\\_485.pdf](https://pmc.ncbi.nlm.nih.gov/articles/PMC11456019/pdf/40268_2024_Article_485.pdf)

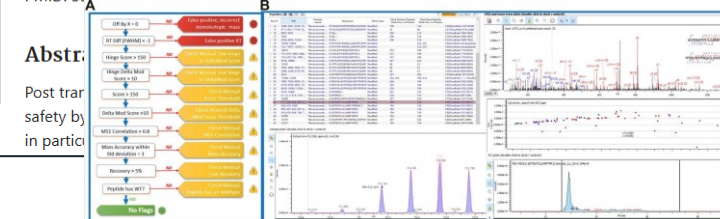
Front Bioeng Biotechnol. 2022 Mar 14;10:862456. doi: 10.3389/fbioe.2022.862456. eCollection 2022.

## Streamlining the Characterization of Disulfide Bond Shuffling and Protein Degradation in IgG1 Biopharmaceuticals Under Native and Stressed Conditions

Jill Coghlan<sup>1</sup>, Alexander Benet<sup>1</sup>, Preethi Kumaran<sup>1</sup>, Michael Ford<sup>2</sup>, Lawrie Veale<sup>3</sup>, St John Skilton<sup>3</sup>, Sergei Savelyev<sup>4</sup>, Anna A Schwendeman<sup>1,5</sup>

Affiliations + expand

PMID: 35260407 DMCID: DMC8063992 DOI: 10.3389/fbioe.2022.862456



<https://pubmed.ncbi.nlm.nih.gov/35360407/>

# ‘Similar’ and ‘Personalized’

Allotypes are not necessarily ‘bad’

Eg Kang et al on Infliximab biosimilars

*“Understanding the [...] patient’s genetic makeup could unlock new possibilities ... The human FCGR3A gene, which codes for the FcγR-IIIa receptor, contains an allelic dimorphism to V or F at residue 158. Not only does the FcγR-IIIa-158V isoform possess higher mAb binding affinity relative to FcγR-IIIa-158F [7], but also the immune cells from IBD patients with FCGR3A...”*

So we really do want to know that they are present!

## Trends in Biotechnology



Volume 36, Issue 10, October 2018, Pages 987-992

Science & Society

### Infliximab Biosimilars in the Age of Personalized Medicine

Jukyung Kang<sup>1,2</sup>, Karthik Pisupati<sup>1,2</sup>, Alexander Benet<sup>1,2</sup>, Brandon T. Ruotolo<sup>3</sup>, Steven P. Schwendeman<sup>1,2</sup>, Anna Schwendeman<sup>1,2</sup>

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<https://doi.org/10.1016/j.tibtech.2018.05.002>

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Structural and functional differences between REMICADE and its two FDA-approved biosimilars appear to have clinical implications. We suggest a personalized biosimilar substitution approach based on prescribed indication, biosimilar afucosylation level, and a patient’s FCGR3A polymorphism. We also advocate for establishing glycosylation variation limits for biosimilar approvals.

<https://www.sciencedirect.com/science/article/abs/pii/S0167779918301379>



# Sequence Variant Analysis 'Business'

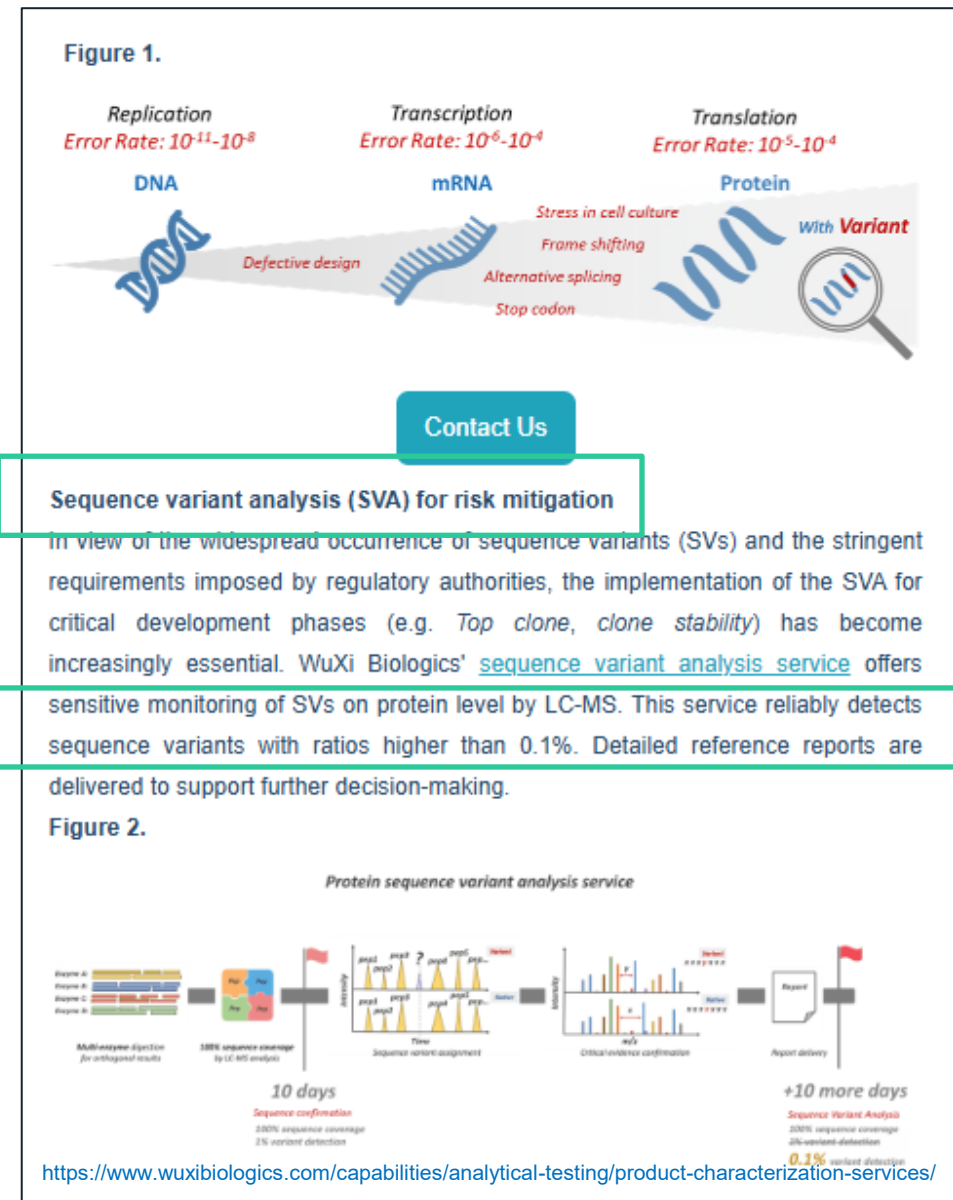
As the market grows, so is the anticipation of double-checking primary sequences

- for example WuXi specifically advertising their capability specifically by mass spec...

- .. With caveats ☺

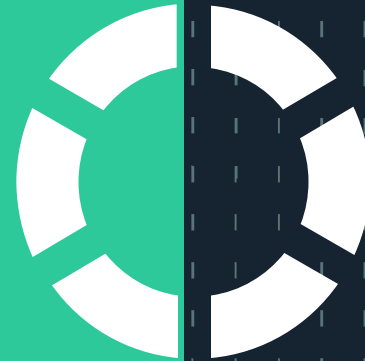


<https://www.wuxibiologics.com/analytical-strategies-for-complex-biologics-webinar/>



# Case Study 2

we told you so!

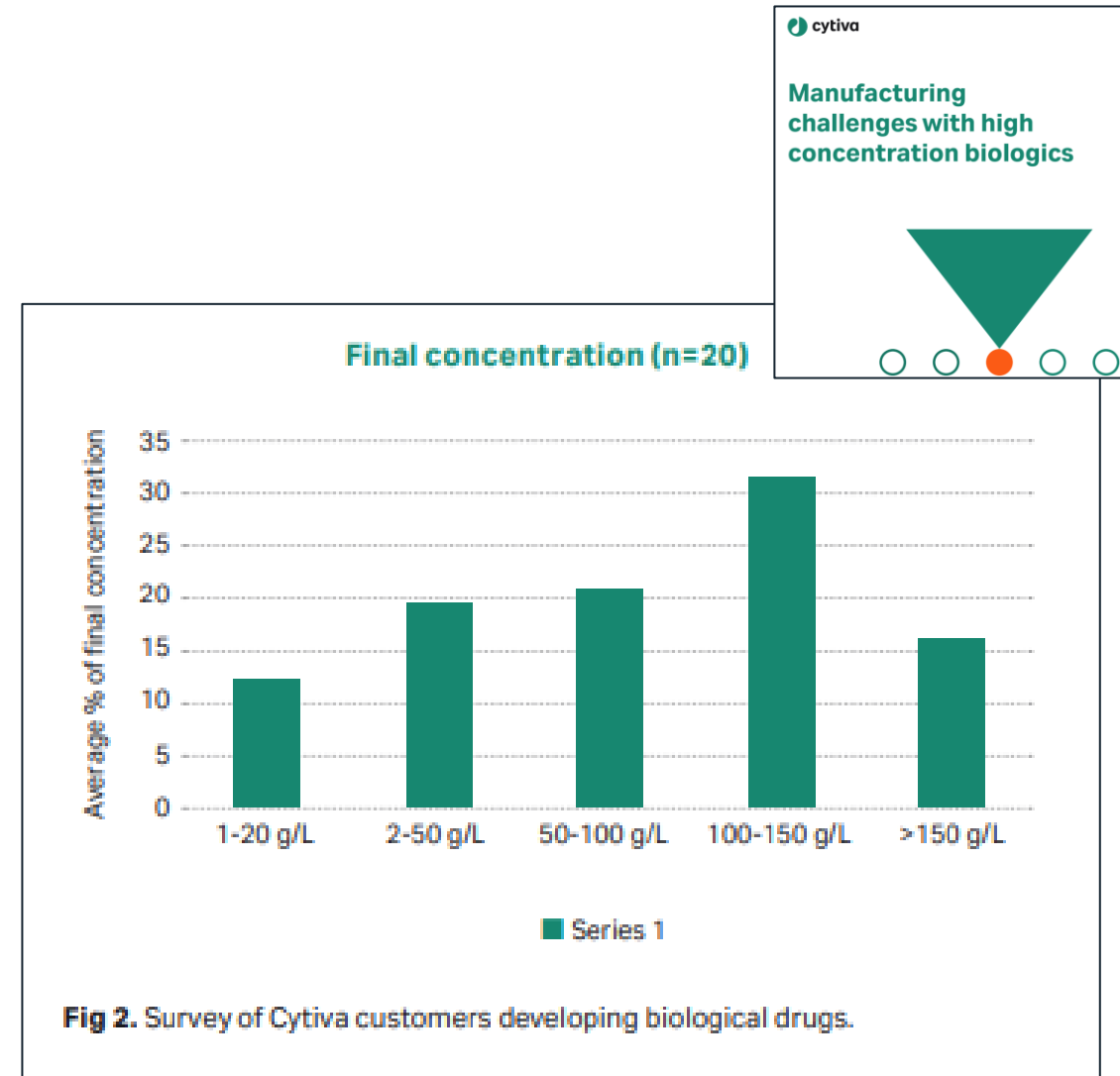


# Titers are HIGH!

Cytiva survey demonstrated the trend to higher titer  
Numerous factors increase need for higher titer:

- Delivery mechanisms: IV/ subcutaneous
- Economic models
- Technological improvements
- New formats

*With higher titer come new problems...*



<https://cdn.cytivalifesciences.com/api/public/content/-17KHaz67EmvKI9FnXYRig-pdf?v=d2325979>

# It's hard work, Purification!

## SUPPLIER SIDE

### High Aggregate Levels with Engineered Monoclonal Antibodies An Innovative Approach to Addressing the Challenge

Ying Chen and Al de Leon

The new generation of engineered antibodies has an increased tendency for aggregation, creating new challenges for downstream processing. Aggregates are large, tangled clusters of antibody molecules that can form irreversibly during upstream production, downstream processing, and storage [1]. Extreme levels of pH, salt strength, temperature, concentration, shear forces, and other processing conditions exacerbate aggregation. The resulting aggregates, which decrease cell yield, product efficacy, increase contamination, and impeding an antibody seed even introduce the potential to block blood vessels in recipients [2].

Given the importance of aggregate removal, downstream, among standard techniques create the need for economical and effective purification solutions. A new chromatography resin offers unique selectivity with favorable process economics for robust removal of aggregates, host cell proteins (HCPs), and residual protein A from antibody manufacturing processes.

**An Opportunity To Expand Operating Ranges**

Several methods are used for aggregate removal based on different molecular principles including size, charge, and hydrophobicity [3]. Although such approaches are effective, they also present a number of challenges, like exchange chromatography (EC) has a relatively low binding capacity. Hydrophobic interaction chromatography (HIC) resins are difficult to clean, and size exclusion and hydrophobic media present obstacles for packing columns and scaling up processes.

On the next page, the left panel of Figure 1 summarizes typical operating conditions for chromatography aggregate removal, with shaded areas representing conditions that provide for high yield and antibody purity with each approach, and a flow-through mode can process feed with a 3–5% aggregate levels in a flow-through mode can process feed with 10% aggregate in a maximum loading of 100 g/L resin, overpacked CIB resins can process similar aggregate levels, much higher mass loading. However, CIB resin has lower recovery in low flow loading, or provide development operations require substantial amounts of feed material.

The right panel of Figure 1 shows corresponding operating conditions, that lower offers the opportunity to require special operating range using the POROS CaptoPure resin mode CIB resin, which offers unique selectivity.

**Key Features**

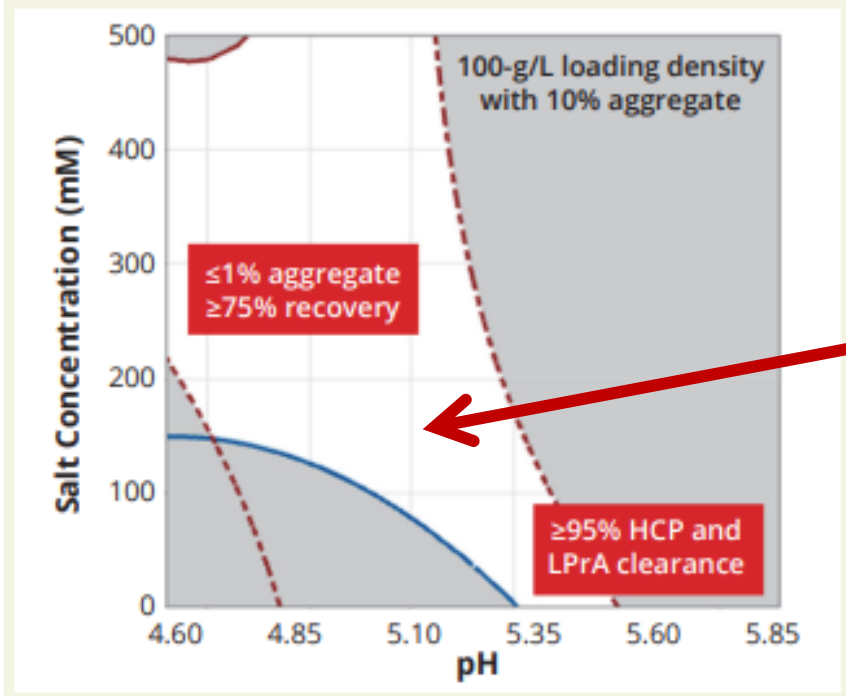
POROS CaptoPure resin balances the removal of aggregates and other impurities, such as HCPs and washed protein A, with robust monoclonal antibody (mAb) recovery – a combination that is challenging for other mixed-mode resins operated in flow-through mode. The ability to operate in flow-through mode requires lower volumes of buffer and resin, with a smaller equipment footprint, and can be accomplished in shorter processing times than batch-mode resin beds. Additional process benefits are enabled by these product attributes:

- CaptoPure acid functionality enables high aggregate selectivity, reducing the number of chromatography steps needed while increasing process yield.



POROS CaptoPure bead (50 µm) and ligand structure

**Figure 2:** White area of contour plot represents operating conditions that resulted in an aggregate level of  $\leq 1\%$  and monomer recovery  $\geq 75\%$ ; HCP = host-cell protein, LPrA = lipoprotein A



Manufacturers of Purification resins know the limits  
Evolution by suppliers is constant.

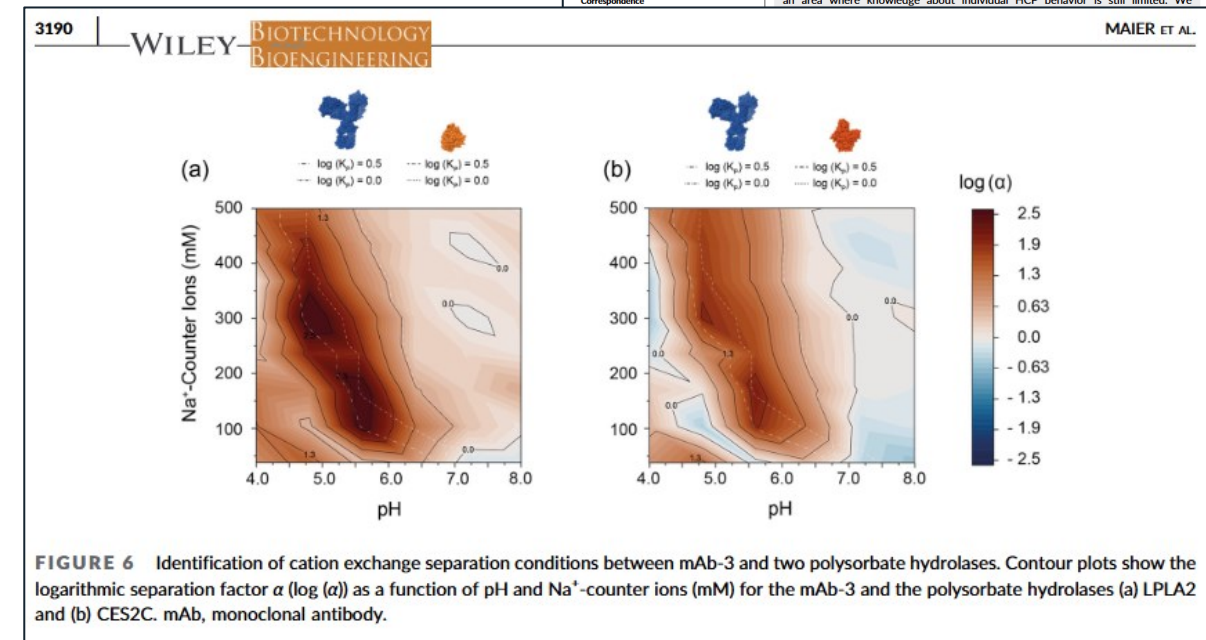
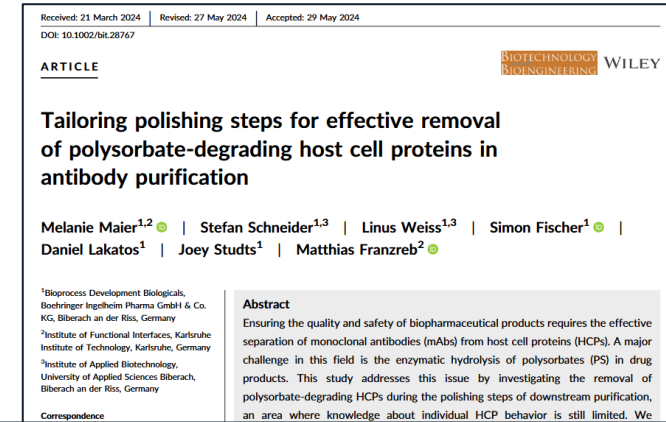
*Narrow window for recovery vs clearance*

[https://547446.fs1.hubspotusercontent-na1.net/hubs/547446/Technology%20Networks/Landing%20Pages/Thermo/Katie/Article%20High%20Aggregate%20Engineered%20mAbs%20PUR%20May%202024%20\(1\).pdf](https://547446.fs1.hubspotusercontent-na1.net/hubs/547446/Technology%20Networks/Landing%20Pages/Thermo/Katie/Article%20High%20Aggregate%20Engineered%20mAbs%20PUR%20May%202024%20(1).pdf)

# It's hard work, Optimizing Purification!

Removal of lipases and hydrolases is a huge challenge. Boehringer Ingelheim 2024 example is instructive:

- “[We] underscore the need to tailor the purification process to leverage the slight differences in binding behavior and elution profiles between mAbs and specific HCPs”
- “[Our] antibodies with lower  $pI$ 's may present challenges during purification from .. hydrolases. [eg] mAb-3, where no separation window was identified in this process step.”



<https://analyticalsciencejournals.onlinelibrary.wiley.com/doi/epdf/10.1002/bit.28767>



# New Formats are even harder

Singapore BTI example of a knob-in-hole bispecific;  
bispecific; <90% recovery, high HCP  
levels, with very hard work:

*“...we demonstrate that through the employment of (1) Protein A chromatography step and (2) flow-through polishing steps, a final product containing < 1% HMW species, < 1% LMW species and < 100 ppm HCP can be obtained with an overall process recovery of 56–87%.”*

Research | [Open access](#) | Published: 14 September 2022

## Effective flow-through polishing strategies for knob-into-hole bispecific antibodies

[Serene W. Chen](#), [Kong Meng Hoi](#), [Farouq Bin Mahfut](#), [Yuansheng Yang](#) & [Wei Zhang](#) 

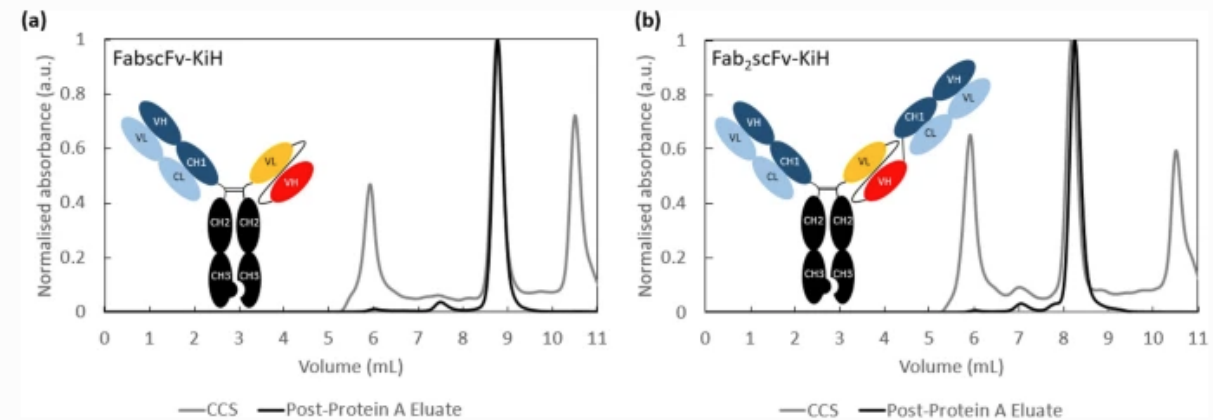
[Bioresources and Bioprocessing](#) 9, Article number: 98 (2022) | [Cite this article](#)

5356 Accesses | 1 Altmetric | [Metrics](#)

### Abstract

Bispecific antibodies (bsAbs), though possessing great therapeutic potential, are extremely challenging to obtain at high purity within a limited number of scalable downstream processing steps. Complementary to Protein A chromatography, polishing strategies play a

**Fig. 1**

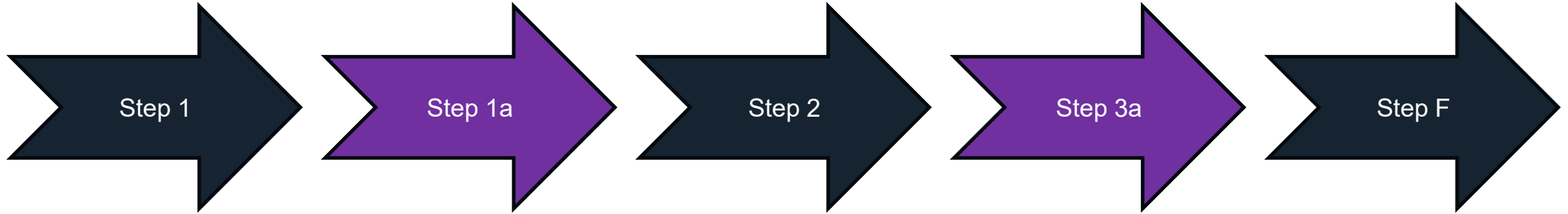


Schematic representation of model bsAbs—FabscFv-KiH (a) and Fab<sub>2</sub>scFv-KiH (b)—used in this study, along with their representative HPLC-SEC purity profiles of cell culture supernatant (CCS) and post-Protein A eluates

<https://bioresourcesbioprocessing.springeropen.com/articles/10.1186/s40643-022-00590-8#Abs1>

# Company B – [downstream] Purification Strategy

Senior VP: *“This process is way too expensive, get rid of some steps”*



11,500 proteins

- Hydrolases
- Lipases
- Housekeeping proteins
- ...

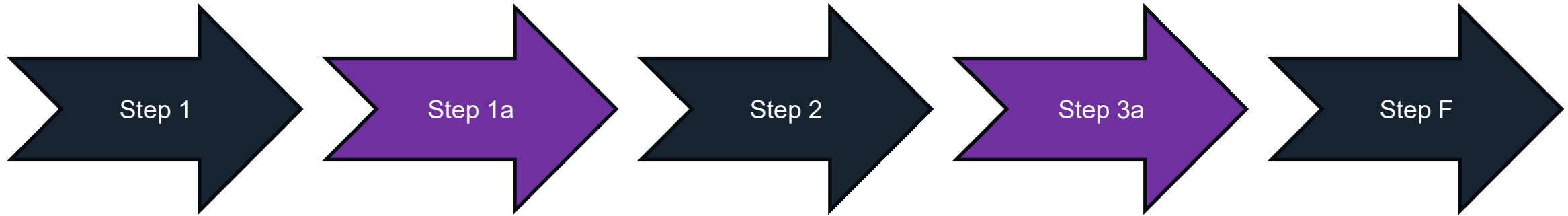
17,200 proteins

- Hydrolases
- Lipases
- Housekeeping proteins
- ...

What???

# Company B – [downstream] Purification Strategy

Senior VP: “This process is way too expensive, get rid of some steps”



~~11,500 proteins~~

**LOTS OF  
PROTEINS**

- Hydrolases
- Lipases
- Housekeeping proteins
- ...

~~17,200 proteins~~

**STILL LOTS OF  
PROTEINS**

- Hydrolases
- Lipases
- Housekeeping proteins
- ...

What???

14,100 proteins

- **Some NEW** hydrolases!
- Fewer Lipases
- A bunch of **NEW** unknown proteins
- Product fragments
- ...

Approx 600  
proteins

- **The same NEW** hydrolases!
- Product fragments
- (cell death proteins)

Approx 40 HCPs to  
be monitored

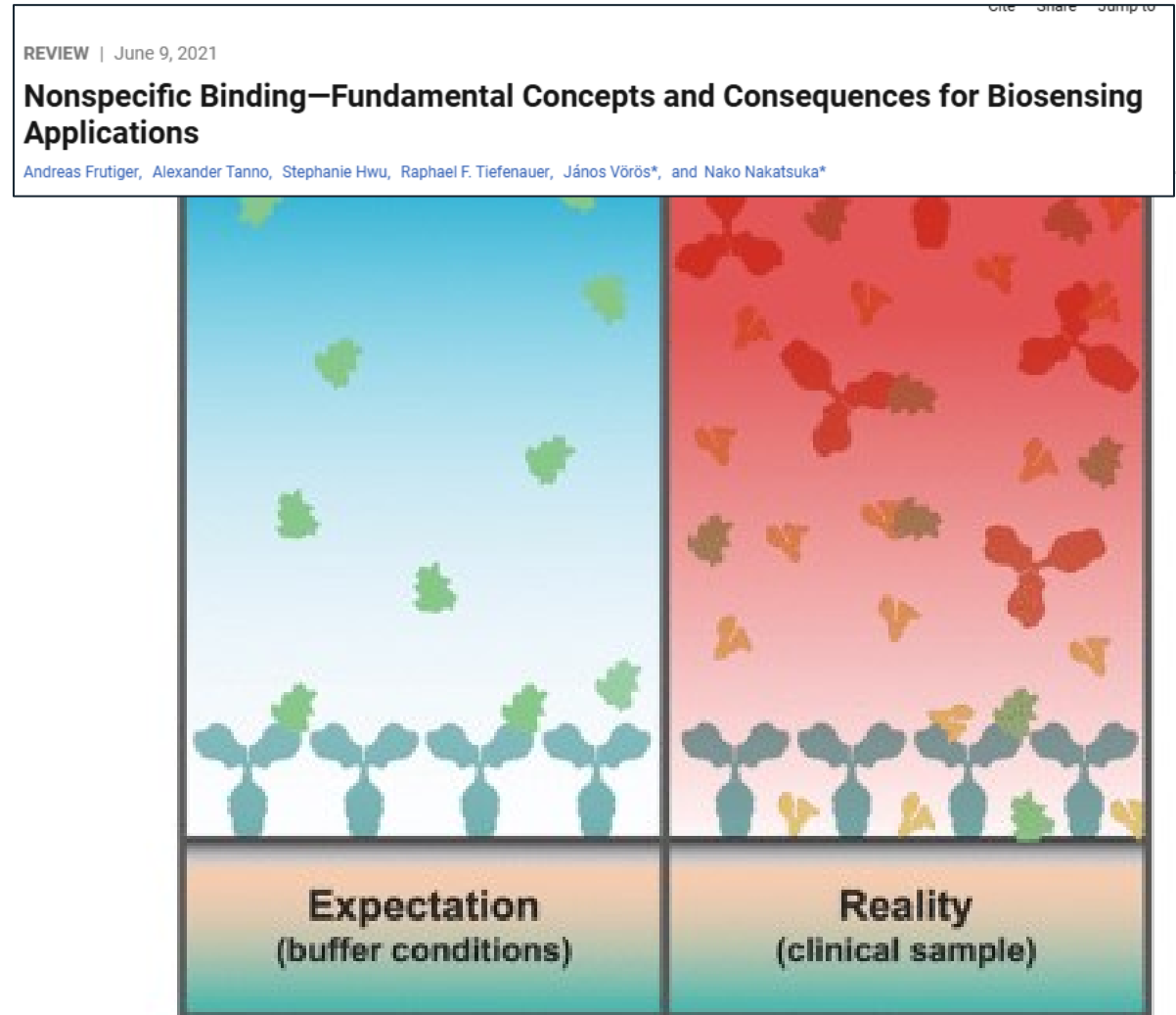
- A dozen that are painful
- The rest are 'safe'

**Senior VP: “Mass Spectrometry is useless, we can’t increase HCPs during the process! It’s not right”**

# Company B – [downstream] Purification Strategy

The Mass Spec is telling the ‘truth’ as it sees it

There is so much in the sample, that the method simply ‘masks’ the low abundance species, until the **CONCENTRATION** is lower, because Mass Spec is a concentration-dependent technique in electrospray



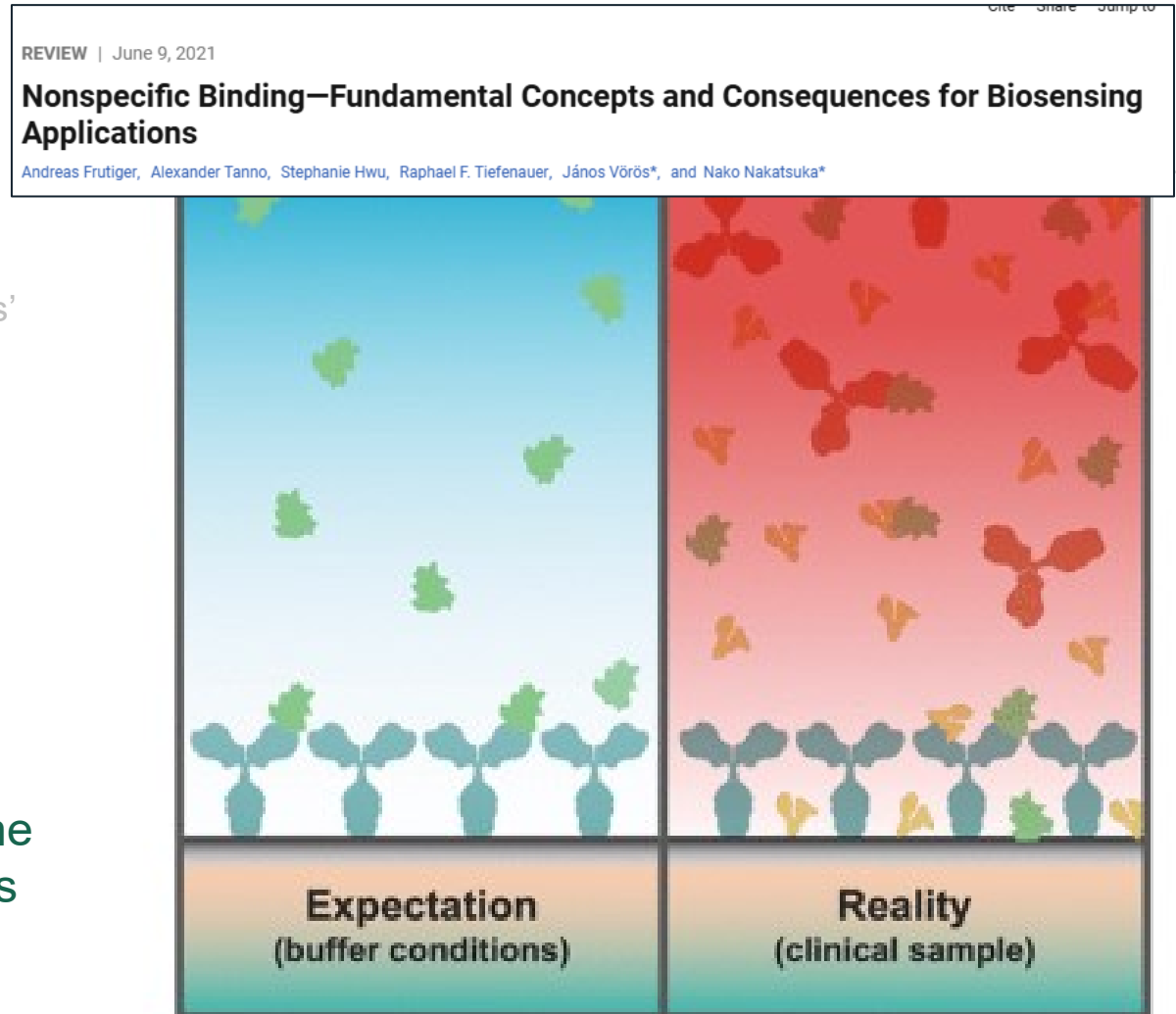
# Company B – [downstream] Purification Strategy

The Mass Spec is telling the ‘truth’ as it sees it

There is so much in the sample, that the method simply ‘masks’ the low abundance species, until the **CONCENTRATION** is lower, because Mass Spec is a concentration-dependent technique in electrospray

**Senior VP:** *“Oh, so we have non-specific binding in our high titer? ... urgh”*

Yes, they figured out how to change the pH in one of the steps to eliminate a step by using pI values of the hydrolases.



<https://pubs.acs.org/doi/10.1021/acs.chemrev.1c00044>



# The Mass Spectrometer was Precise

The mass spec told us there was a protein soup  
... but maybe it was not ‘Accurate’? [in telling us how many]

Real world example: Are two distinguishable Actins the same, or are they different?  
What’s more important, that we know the ‘Actin’ abundance as a group, or that we know that there may be multiple different Actin types?

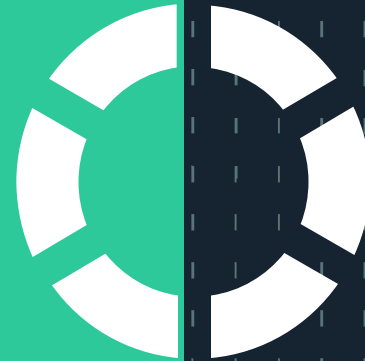
Condition ▾ Replicate ▾ MS Alias name ▾

[HCP study at Protein Metrics – Credit Antony Harvey]

			Condition	Actin				
			Replicate	55	61	62	[Avg]	[RSD]
			MS Alias name →	T_055 (%)	T_061 (%)	T_062 (%)	value (%)	value (%)
Protein name	Protein Accession ↑	Sequence (unformatted) ↑						
sp P60709 ACTB_HUMAN Actin, cytoplasmic 1 OS=Homo sapiens OX=9606 GN=ACTB PE=1 SV=1	P60709	DLYANTVLSGGTIMYPGIADR				1.58	1.58	0.00
		CYSFTTIAER				11.38	11.38	0.00
		VAPEEHPVLLIEAPLNPK				20.76	20.76	0.00
sp P63261 ACTG_HUMAN Actin, cytoplasmic 2 OS=Homo sapiens OX=9606 GN=ACTG1 PE=1 SV=1	P63261	DLYANTVLSGGTIMYPGIADR		0.72	1.40		1.06	45.02
		CYSFTTIAER		3.75	9.17		6.46	59.28
		VAPEEHPVLLIEAPLNPK		10.13	18.16		14.15	40.13

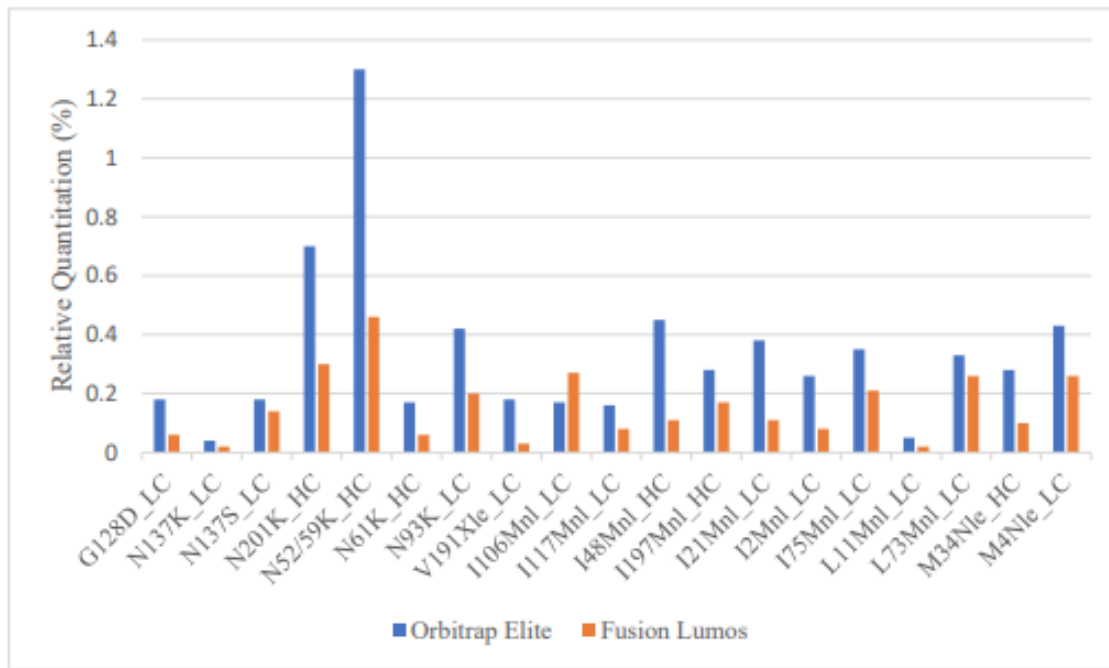
# Ok, So the Problems are insurmountable?

No! There is mitigation available



# Mass Spec Conditions – and Models!

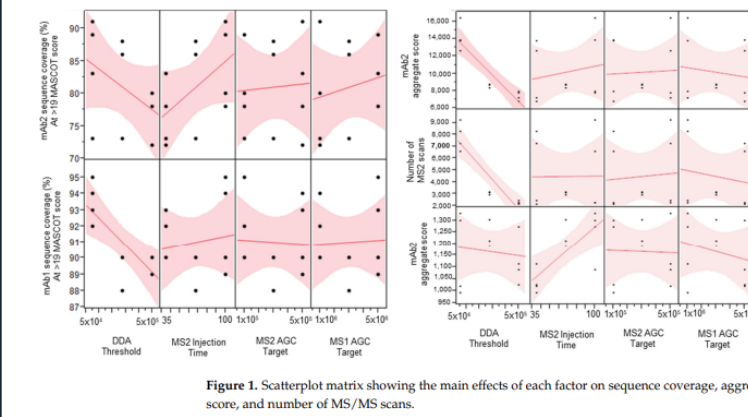
- Understand the limits of your experiment
- Understand the parameters that ‘bound’ the experiment
- Understand the specific instrument you are using (yes, individual mass specs may be different, even from the same vendor)



**Figure 2.** Comparison of the relative quantitation of true positive sequence variants obtained in Orbitrap Elite vs. Fusion Lumos.

**LARGE DESIGN SPACE!**

Molecules 2023, 28, 3392



**Figure 1.** Scatterplot matrix showing the main effects of each factor on sequence coverage, aggregate score, and number of MS/MS scans.

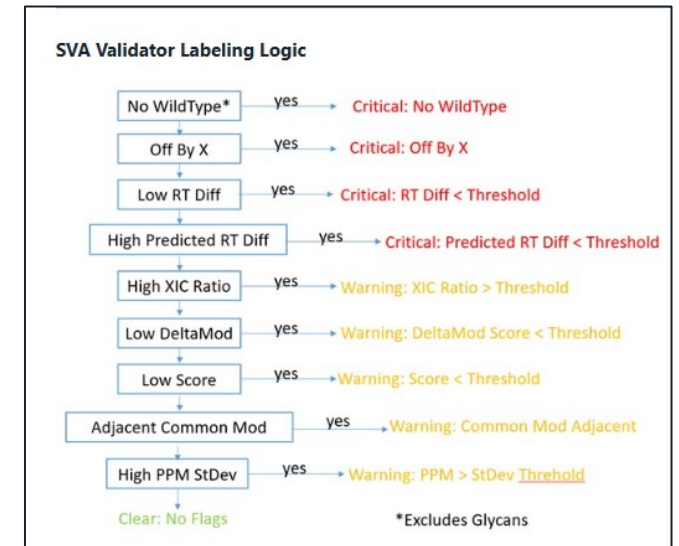
<https://pmc.ncbi.nlm.nih.gov/articles/PMC10144261/pdf/molecules-28-03392.pdf>

# Logic for Humans and within Software

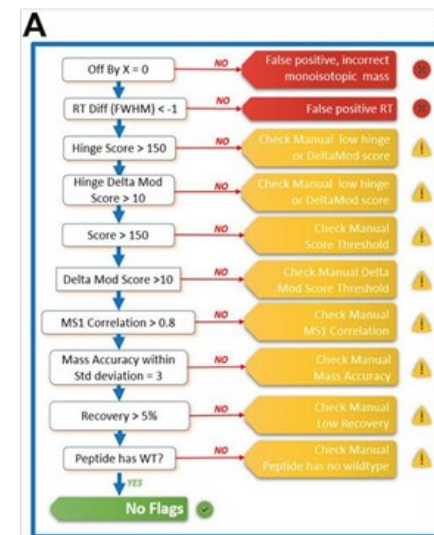
Many logic tools are built into software such as 'Sequence Variants Analysis' that use rule-based algorithms, appropriate for the right study

- Ability to 'triage' based on 'likelihood'
- Validator logic provides a rapid review system, using multiple, weighted mass spec parameters.
- Like any logic tree, it is made for a certain process: highly purified biopharmaceutical products
- NB: this is a way of coping with substitutions, it does NOT 'discover' anything.

**Moral: Understand your experiment!**



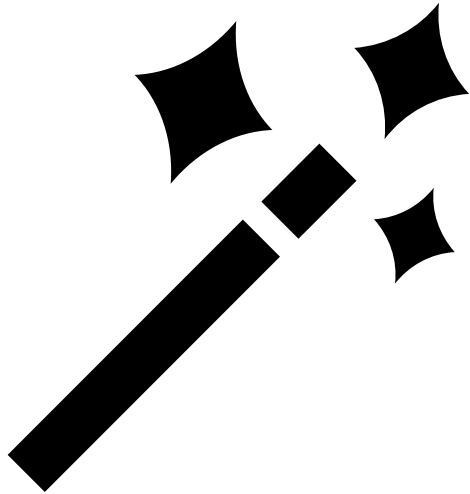
Protein Metrics App note: <https://support.proteinmetrics.com/hc/en-us/articles/11608220246932-Accelerating-Sequence-Variant-Analysis-with-Byos-Validators>



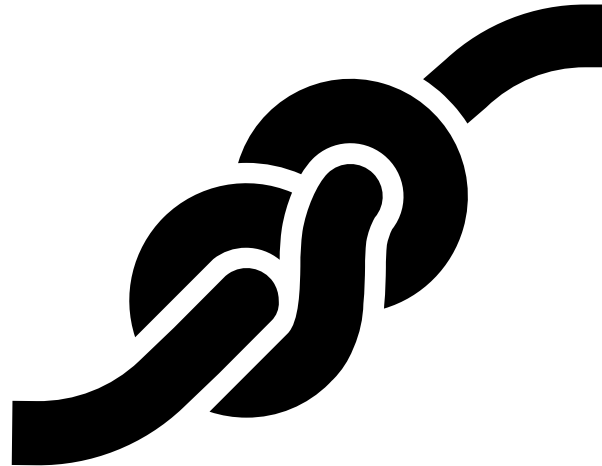
*Data 'triage' with flags to alert a reviewer*

# Summary

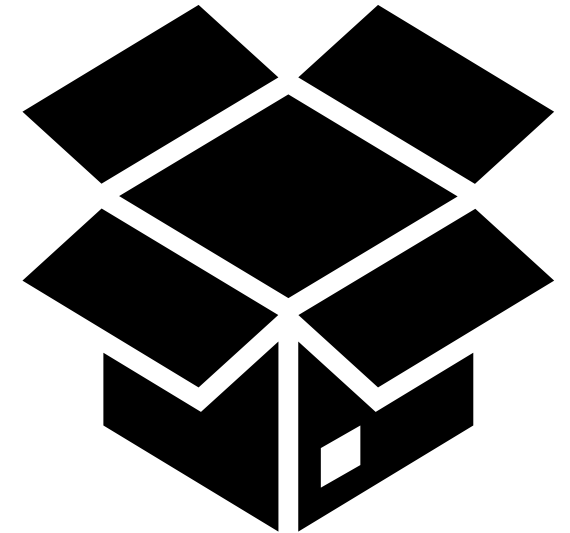
Not 'Magic': it's a device with  
SPECIALIZATIONS



It's only knotty because it  
provides DENSE information



Not a black box, it's just  
SCIENCE, not Rocket Science





# Questions?

*“There is a crack, a crack in everything, that’s  
how the light gets in”.  
Leonard Cohen - Anthem*

