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A biopharma service provider modernizes and scales it's IT infrastructure for reduced opex, increased productivity, end user satisfaction and greater efficiencies.

Technosoft adds continuous value through diverse skillsets, a Systems Operations Center and an Operations Bridge.

Technosoft Case Study

Nov 2012

the client

Our client is the world's leading biopharmaceutical service provider that has helped develop or commercialize all of the top 50 best selling drugs on the market. They work with biopharmaceutical and health sciences customers to navigate the complex landscape with more predictability.

situation and impact

Our client's internal IT Support teams were large and geographically dispersed and their job was to ensure the stability, availability and continuity of the IT infrastructure by supporting and catering to their customers' IT needs. Specialization however was narrow limiting internal collaboration.

This led to delays in fixing issues due to multiple dependencies and a lack of communication resulting in ever increasing IT costs.

In order to stabilize their IT operations, it was decided to partner with a small and nimble services provider that would invest in a centralized IT command center to support current and future user needs, foster collaboration and drive the adoption of best practices.

proposed solution


Technosoft was selected to help our client move from a fragmented, specialized and distributed IT support model to a unified command center. We recognized that their prior outsourcing experiences weren't very successful and the key to success would be the investments in experienced personnel, senior management commitment, superior quality and management oversight while

ensuring minimal attrition, essential to knowledge retention and best practice development. Underpinning this transformation would be a Systems Operations Center (SOC) and an Operations Bridge.

the technosoft approach

Given the nature of business - supporting companies across the drug approval cycle, heavy regulation, stringent compliance and the heavy reliance on IT, having an always ON and 24x7 global IT infrastructure was extremely critical. It was decided to start small and the first engagement began in 2008 as a pilot for providing database administration support. Based on our early success we expanded into desktop support - an urgent and priority requirement. Critical to our early success was the hickoff of the offshore support operations with the same skilled personnel who would typically handle our client's core IT infrastructure operations internally. The offshore team mirrored this team in every aspect from technologies to processes.

Today, the relationship has grown into a team size of over 150, offering support in multiple geographies, across multiple areas, technologies and platforms through a dedicated team with diverse skillsets and a state-of-the-art Systems Operations Center. Activities include

 **Database Administration:** Database creation, patches, installation, monitoring, create primary database storage structures and allocate system storage, version upgrades, database security management, space management, job monitoring, checking daily (incremental) and weekly (full) backups, check database alert logs, fulfill helpdesk

requests, interface with Oracle helpdesk, perform quarterly database recovery test, support requests for archived data. For Oracle, Microsoft SQL Server and open source MySQL.



Desk Side Site Support: Desktop management, installation & configuration and network management. A senior service desk coordinator responds to and closes incidents as per SLAs, takes complete ownership and finds ways to reduce repetitive calls. An IT commercial coordinator is responsible for vendor management, purchase order (PO) creation and approvals, vendor invoice payments.



Application and Product Support: Manage and coordinate implementation of business applications (in-house, COTS) as well as administration tasks. Activities include L3 support, restoration/correction of core problems through interaction with software vendors, problem and change management, capacity planning, hardware evaluation and procurement. Products supported are IBM (Lotus Notes, Cognos), BEA Weblogic, Microsoft (Exchange, Sharepoint, Project Server, Dot Net Solutions), Informatica.

We also provide user admin support and performance diagnostics for their flagship product Infosario™.



Network Support: Monitor and support one of the largest MPLS cloud. Respond to network (WAN and LAN) related alert tickets generated at the SOC, deployment of fixes and change management, support ticket creation to vendors (Verizon, Cisco), tool based network monitoring (NetView, HPOV, Fluke) and L1 trouble shooting of network elements like switches and routers.



Remote Server Administration: Operating system maintenance, application of patches, fixes and service packs, file and disk management (online and offline backup and restore), new server setup, virtualization (UNIX, Linux and Windows), database server installation, network services (configuration, management and DNS server setup and administration), Active directory (setup and management) security

administration (system access, management and administration of user accounts), firewall (configuration and management), web server (administration and maintenance), email server (account management, administration management and maintenance), FTP server (administration and management, installation and configuration of server and application software), custom hardware configuration and database server (installation, administration and management).



Messaging: Incident management, user remapping, group mailbox creation, Blackberry profile creation and Outlook configuration. For Ms Outlook, Lotus Notes, Office communicator and Enterprise services for Blackberry and iPhone.



User Account Management and Security Administration: Creation/deletion/termination of user account in active directory and exchange server, security profile creation, security tokens creation, permissions, disk quota management, managing group policy objects, file replication service, system policies and services on active directory.



Infrastructure Testing Services: Inspect underlying infrastructure being changed. Understand Configuration Items, nature of change and impact. Prepare test cases and test plans to pilot in non-production environment and identify issues prior to go live. Examples IE8 and Windows Vista rollout, Network and firewall changes.



Siebel CTMS Support: 16x7 L2&L3 support for client's Clinical Trials Management System, the largest Siebel implementation in the Pharma industry with over 15,000 global users.



Asset Management: Through periodic audits and continuous monitoring, ensure license usage is optimized and usage is as per the terms of the contract. License fee savings amounts to several hundred thousand dollars.

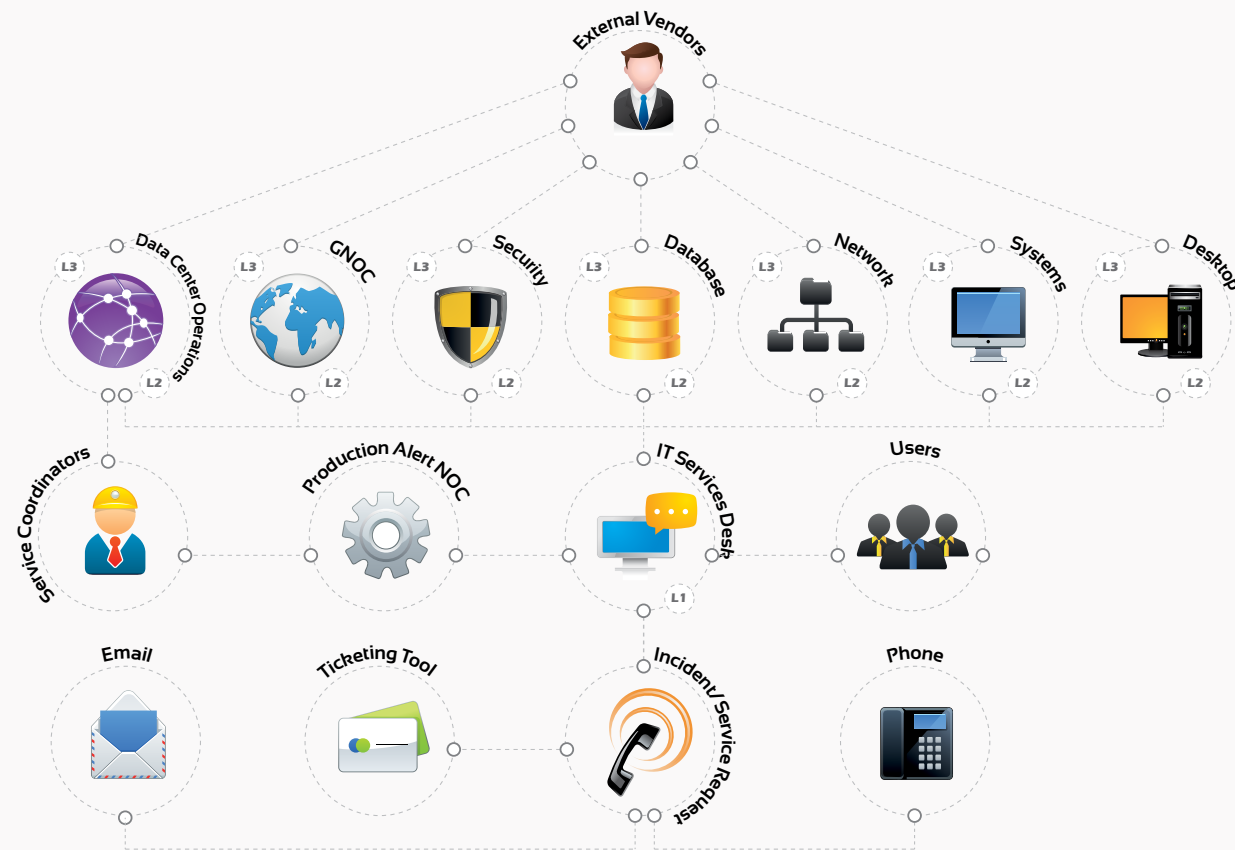
Since 2008 with a team size of over 150. Follow the sun model providing 24x7x365 support. Dedicated Systems Operations Center (SOC) and Operations Bridge.

Heterogeneous IT environment - Server (UNIX, Linux and Windows), Database (Oracle, Microsoft SQL Server, Apex and MySQL), Mail (Microsoft Exchange/ Outlook, Lync/Microsoft Office Communicator, Lotus Notes, Blackberry), J2EE engine (Oracle, BEA Weblogic), Siebel CTMS, Salesforce.com, Cognos, Informatica, Microsoft Project Server, Microsoft Sharepoint, Citrix, HP Open View, HP Network Node Manager, Enterprise services for Blackberry and iPhone.

beyond possible

The processes and support model put in place combined with the expertise, flexibility and commitment has increased CSAT scores from 57% when we took over to > 95% today and exceeding Service Level Agreements while ensuring a highly modernized and robust IT infrastructure. In the process our client has been able to redeploy their employees to revenue generating activities. Innovations have meant doing more with less and often faster and cheaper.

The Service Operations Center



The SOC supports complete service health checks in a 24x7x365 model (3 staggered 8 hour shifts for allowing of handover) by monitoring globally servers, storage, database, network and business applications and offers L1 support. Tool sets used - HP Service desk (alarm and SR view), HP Network node manager and HP OpenView, Business Availability Center and in-house dashboards.

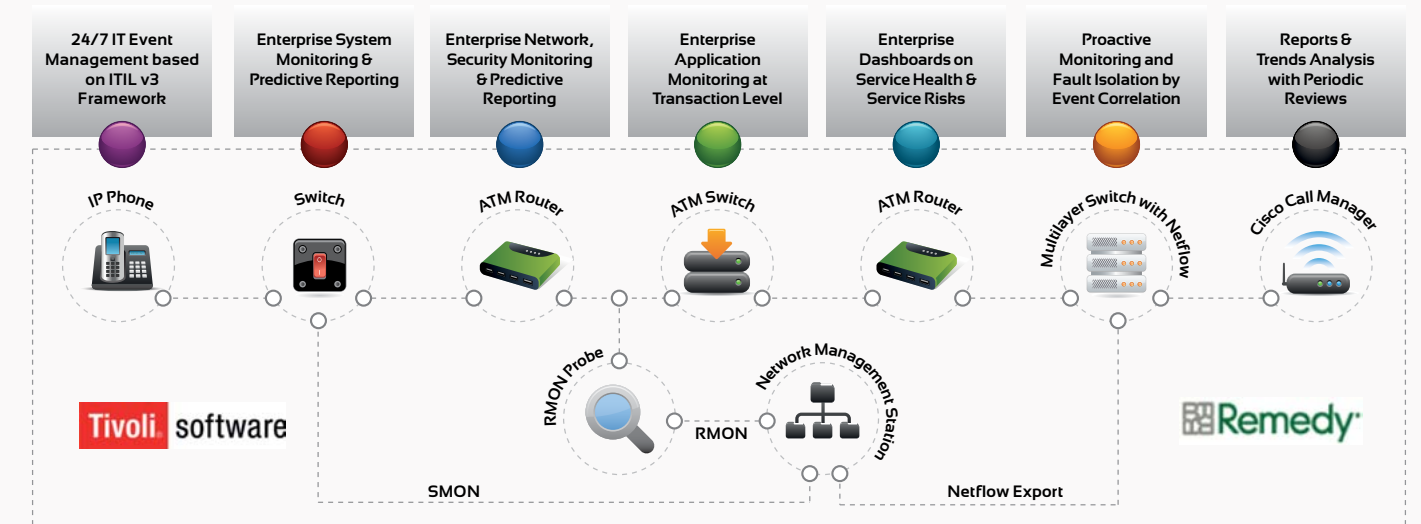
The operations are SLA driven and tickets are flagged with one of four priorities - P1 (critical, SLA of 1 hour), P4 (high impact, SLA of 4 hours), P8 (medium impact, SLA of 8 hours) and P16 (low impact, SLA of 24 hours).

When an alert is triggered on-screen, SOC personnel attempt to gather as much of information about the alert and the underlying issue, raise a ticket and assign a priority.

Operations Bridge

The Operations Bridge governs the incident and problem management processes for end users globally. The motto is to cut down the resolution time by improving the communication between teams and reducing the back and forth. It is staffed by personnel with cross-technology skillsets who ensure the correct priority is assigned to each ticket, co-ordinate between teams and decide on the course of action. The impact has been to reduce the workload on our client's internal IT support teams and enable them to focus on critical applications support and

revenue generating activities. The standardized processes put in place for incident and problem management has meant we have been able to support an ever increasing volume of support calls with near constant headcount. The result? Centralized incident management means quicker response times, a global view of all technology services and daily operations, superior collaboration and improved SLAs leading to extremely high customer satisfaction rates.



Continuous and proactive innovation has reduced costs, improved efficiencies and boosted productivity. The SOC scaled it's monitoring capabilities by 4x without a proportional increase in headcount - accomplished by writing script agents that monitor server applications and issue alerts when a threshold is breached. Similarly the recovery time of corrupted sharepoint sites was dramatically reduced from days to minutes through a tool implementation.

The STAR program ensures the bar is constantly raised and complacency doesn't set in. Criteria were jointly identified across areas like customer service, personnel, quality of deliverables, ability to solve issues in a timely manner and these were assigned a weightage. Technosoft was then scored against each criteria quarterly with the goal being to better those scores through continuous improvement.

Customer satisfaction is ensured through senior management commitment and superior client focus. An onsite, dedicated client partner ensures responsiveness and these are backed by quarterly performance reviews. Client executives are encouraged to visit the teams and facilities in India.

This ability to go over and beyond the scope of the engagement meant our client was able to free up vital IT personnel and redeploy them to focus on more cutting edge projects and revenue generating activities while the follow-the-sun model greatly increased their employee satisfaction and helped bring in a better work-life balance.

Our client's IT infrastructure has scaled dramatically over the last few years, going from a regional focus and being highly siloed and fragmented to one that is truly a global and seamless operation with significantly enhanced responsibilities and supporting revenue generating applications with added headcount. However through all this, the cost of supporting this complex and heterogeneous IT environment has not increased thanks to the continuous value, innovation and productivity of Technosoft.

outcomes realized

- \$4MM in annual cost savings reducing operating expenses
- SLA compliance across services > 90%
- CSAT consistently above 90%
- Anytime availability of resources across diverse technologies to attend to all end user needs
- Managing ever growing volumes with a steady headcount
- Migrated to a modernized and highly robust IT infrastructure

we can help

If you have a diversified, globally distributed and heterogeneous IT environment, then Technosoft is the ideal partner to make all this work for you - right from providing the right expertise across a vast

array of competencies for specific projects through to managing it via a dedicated Systems Operations Center (SOC). We add value through best practices implementation for problem and incident management, a more robust and always available infrastructure with round the clock support, quicker resolution times and a proactive approach that leads to greater end user productivity and satisfaction.

Client Testimonial

Technosoft has been with us every step of the way as our Infrastructure requirements have continued to evolve. What began as a small project based engagement has grown with time, experiences and confidence into a 24x7 managed services model that follows the sun.

During this period, Technosoft has gone over and beyond our expectations by improving efficiencies, driving change and adding value that is enabled by a culture of flexibility, transparency and commitment. This is reflected in the Customer Satisfaction ratings and Service Level Agreement metrics that are consistently exceeded.

This partnership has been instrumental in allowing us to redeploy our employees to more business critical and revenue generating initiatives while ensuring our users continue to benefit from superior quality of service, continuous support and a world class IT infrastructure with reduced operating costs and best in class technologies.

Vice President, Core IT



About Technosoft

Technosoft Corporation is an IT and BPO services provider with headquarters in Southfield, MI, USA and delivery centers in India. We provide information technology, business process outsourcing and consulting services to companies in North America, Australia and New Zealand and Asia-Pacific Regions. As a privately owned company we answer to only two constituencies - our customers and our employees. Our customers rely on us to provide services and solutions that leverage our industry and domain expertise combined with our technology prowess, delivery focus and quality. Our collaborative culture and work environment helps attract and retain exceptional talent which is a key ingredient of our sustained growth. To see how Technosoft can go 'Beyond Possible' for your organizational needs, email us at wecanhelp@technosoftcorp.com or visit us at www.technosoftcorp.com.

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