Insentra's Smarts and Collaboration Increase Service Value in the Pharmaceutical Industry

A groundbreaking pharmaceutical company headquartered in the UK, specialises in the research, development and manufacturing of biotherapeutics. Technology management and service delivery is critical to their operations and success, and was a key driver for their search for a mature managed services provider to cater for all tech related aspects of their business.

THE CHALLENGE

As a cloud-first organisation, the Client runs all critical workloads in Azure and Office 365 with Citrix solutions used to deliver desktops and applications. There was a clear business need for the Client to work with a provider with strong capabilities in both Microsoft and Citrix, one who could bring insight and support to their environment and who had a proven track record in exceptional service delivery, management and reporting.

The Client chose to engage Insentra as their managed service partner, recognising our specialist skills in this technology stack developed since the inception of our managed services practice in 2014. Core to our capability was the implementation of strict processes and industry leading toolsets and automation, built upon many years of collective experience - making us the perfect fit to deliver the service along with our trusted partners.

ONBOARDING AND DISCOVERY

Our managed services team have a well-defined onboarding process which simplifies the effort and enables us to rapidly take on multiple services in parallel. As part of the onboarding phase, we perform initial health checks for each technology to ensure any issues or risks to operations are dealt with before becoming serious problems.

For the Client, the implementation of our tools and monitoring solutions during onboarding identified several areas where we could improve the management, accessibility, performance and security of the IT environment.

A number of issues relating to resource capacity and sizing were also identified in the first week via our UXaaS (User Experience as a Service) offering which would have a direct impact on user experience. This led to data driven change planning to scale out the servers in the affected regions to alleviate CPU contention, resulting in a positive increase in user experience and productivity.

Our onboarding process is not just about technology. We used this time to gain a deep understanding of the Client's business and examined how the various teams and departments interacted with the systems.

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PARTNER COLLABORATION TO ENSURE MINIMAL DOWNTIME

Whilst onboarding the various technologies we also had to ensure Citrix Cloud and ShareFile services were migrated to the new Cloud Solution Provider (CSP) with minimal downtime. This required tight communication between our partners, the vendor and the Client to ensure all requirements were in place which ultimately resulted in a smooth transition with zero downtime. Tasks such as these were out of the ordinary of a typical onboarding scenario but due to the time sensitive nature, the various teams, architects and consultants were brought in to assist where required following our standard project methodology and delivering a very well organised and seamless experience.

THE OUTCOME

Migration to the new CSP was successfully completed with minimal disruption, setting in place an environment for growth, supported by partner and vendor collaboration.

The Client has sites in Ireland, Spain, England and Scotland, with each performing a completely different operation. By understanding the users' needs and behaviours through our onboarding and discovery phase, we were able to perform persona mapping exercises which ensured the infrastructure, cloud services and applications met the specific needs of each business unit and were tuned accordingly.

THE ROADMAP AHEAD

As we continue our journey with our trusted partners and clients, we constantly strive to increase our service value through continuous improvement and innovation. Service excellence is something we take very seriously and is built into our operations and culture. By leveraging our deep knowledge and understanding of Office 365, Azure and Citrix, coupled with the predictive insights from our toolset we ensure our partners and clients receive the best value, service and experience from their technology platforms.

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