

ENGINEERED SOLUTIONS

A PHARMACEUTICAL
SUCCESS STORY

THE PERFECT DATA STORAGE SOLUTION

Expertise, Experience, and Excellence Lead to Perfect Solution

About the Client

ITSavvy's client is a biopharmaceutical company focused on the rapid development of novel small molecule drugs to treat critically ill patients with serious diseases for which there are limited treatment options. The company aims to transform the treatment of these diseases, offering hope to critically ill patients and their caregivers.

The client was founded by a group of experienced professionals with a long track record of working together successfully as a team in the pharmaceutical, biotechnology, and medical device industries. They leverage that expertise to bridge the medical product development gap between early-stage development and product launch.

The enterprise blends a unique business model with an expert team to bring promising medical technologies from the lab to the patient. Their current clinical development programs address large markets with significant unmet medical needs. Through their extensive network of contacts with top-flight scientists and research institutions, they acquire early-development stage pharmaceuticals and medical devices that have promising clinical, intellectual property, and commercial prospects. Using the extensive development experience and expertise

OVERVIEW

Industry

Biopharmaceutical

Client Profile

ITSavvy's client is a biopharmaceutical company focused on the rapid development of novel small molecule drugs to treat critically ill patients with serious diseases for which there are limited treatment options.

Business Situation

The client was running out of storage space on its existing NAS system and needed a failover system to protect key applications in the event of a natural disaster.

Solution

ITSavvy installed a NetApp Filer NAS storage device for the San Francisco location, and provided an IBM NAS software upgrade, which the client moved to the disaster recovery site in Sacramento. Lastly, they performed a remote configuration on the IBM unit and ran all the testing procedures.

Benefit

- > Real time OR for key applications
- > Achieve compliancy requirements
- > Ease of expansion for future capacity growth
- > Simplified and streamlined backup challenges
- > Peace of mind

of their core team, supplemented by expert consultants in relevant fields, they identify and execute the strategic pathway that will allow the most rapid, efficient, and effective development.

Their Challenge

At the beginning of 2011, the client was running out of storage space on its existing NAS system and needed a failover system to protect key applications in the event of a natural disaster. Gio H., Senior Director of Information Technology at the client explained, “We looked at two different solutions—the first was to add another shelf to the IBM NAS disk system, the second solution was to double the storage space and implement a failover system. We wanted to kill two birds with one stone, so we pursued the second solution.”

The failover system needed to be a real-time disaster recovery solution that replicated data every hour without interrupting end users during business hours. This need stemmed from the client’s location in San Francisco—an earthquake zone that sits atop the San Andreas Fault. “We wanted the failover system to be in Sacramento simply because it’s 100 miles from San Francisco, well removed from the fault line,” Gio said. Downtime was also a major concern for a fast-moving company like our client. The physical transition needed to be completed in eight hours, any longer would have been detrimental to the business.

With an idea of what the client needed, Gio turned toward ITsavvy Enterprise Client Executive Jeff Klueger, to deliver the solution. “I’ve had such a long working relationship with Jeff that I didn’t think twice when it came to a vendor to take on this storage-solution project,” Gio said. “Moreover, my experience is that ITsavvy thoroughly understands storage solutions.”

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Gio H., Senior Director of
Information Technology

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Jeff Klueger, ITsavvy
Enterprise Client Executive

Our Solution

“Communication is really the foundation for every successful project,” Jeff said. Accordingly, the first step taken by Jeff and the engineers at ITsavvy was to speak with Gio about ITsavvy’s current storage environment, the applications that needed to be backed up, and the desired level of service to ensure the ideal solution. “After getting answers to these questions and offering our opinion on the best solution, you could sense a sigh of relief from Gio,” Jeff said. “He was comfortable with our knowledge and skill set. That level of comfort was important for him, especially since our storage engineers are not based in the Bay Area.”

ITsavvy installed a new NetApp Filer NAS storage device for the San Francisco location, and provided a software upgrade to the existing IBM NAS software, which the client moved to the disaster recovery site in Sacramento. ITsavvy engineers went onsite to install the unit, configure it into the network, and load the software. Lastly, they performed a remote configuration on the IBM unit and ran all the testing procedures.

Gio had concerns about the installation process, “Even though Jeff lives in the San Francisco area, I was worried that we would not benefit from ITsavvy’s professional services, which are out of state. However, that concern was short lived once I realized they were flying someone in to handle that part of the project,” he said.

ITsavvy and the client scheduled the data migration for the weekend to avoid any downtime during business hours. In fact, everything was installed in four hours—half as long as Gio expected. The shortened downtime window was a result of a lot of planning and testing by Gio’s team and ITsavvy before the cutover date.

“The follow-through was fairly straightforward. The configuration and installation went so well that it required very little follow up,” Jeff said. “As long as you have good products, understand the client’s needs, and have excellent engineers, you’re going to deliver a winning solution every time.”

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Their Success

The long term results were that the client doubled the storage size for its production NAS filer and saved money by re- purposing the old one as a failover or disaster recovery system. The data is now replicated every hour to their remote disaster recovery site.

ITsavvy's customer service and follow-up were also much appreciated by the client. "It was the icing on the cake and a big part of why ITsavvy provides us with infrastructure and network equipment solutions as well," Gio said. "I would definitely recommend ITsavvy. I am very happy to work with a knowledgeable team that is dedicated to the client, In addition to Jeff, the implementation engineer and the rest of the engineers, were driven from the start to ensure we developed the right solution."

FOR MORE INFORMATION,

please contact an ITsavvy Client Executive.

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