

CASE STUDY

BioTech Company

CLIENT PROFILE: \$25 million biotech startup specializing in drug discovery and development using their own proprietary simulation software and advanced technology products. Proprietary products required complex Oracle and SQL databases operating in multiple platforms. Staff of 230 users situated at offices and laboratories in New Jersey and Pennsylvania.

BUSINESS NEED: Client received venture funding that drove rapid five-year growth. Software updates occurred several times per month as new drug simulation algorithms were discovered. Uncertainty over possible mergers or acquisition made it risky for client to expand its IT department, yet IT demands quickly outgrew staff capacities, system designs, and existing processes.

OUR SOLUTION: To help our client grow without a substantial investment in additional IT staff and expertise, IT Evolution implemented a cooperative sourcing solution consisting of:

- Interim IT Evolution infrastructure engineering and business systems managers to manage and mentor existing IT staff.
- Supplementary IT Evolution on-site help desk support.
- Part-time access to the IT Evolution shared virtual IT departments for strategy, product sourcing, and technology consulting.
- Access to the IT Evolution template library of project plans, procedures, cost data and presentations accumulated from our Cooperative Knowledge Center.

OUR IMPACT: Working closely with client's internal IT staff, IT Evolution was able to:

- Develop their first Total Cost of Ownership-based annual IT budget using our proprietary, activity-based planning and costing model.
- Implement an interim IT organizational structure to provide greater focus, expertise, and capacity.
- Create infrastructure remediation plans to fill gaps that developed over the previous five years.
- Develop an ITIL-compliant software release management process and implement Microsoft SMS and SUS to automate proprietary software updates.
- Develop integrated IT departmental planning and staff performance models.
- Analyze and document the firm's R&D and drug discovery processes to better coordinate company research activities.
- Manage the implementation of project management-based accounting software.

IT Evolution also implemented a single point of contact service desk for IT, Human Resources, Accounting, and technology incident management.

The result was an IT department – with superior processes, procedures and financial controls – that was tightly aligned with our client's current and future business objectives.