

Leading provider of clinical, commercial & consulting services enables better resource utilization, cost reduction and Enhanced security with cloud consulting and architecting

The Big Picture

From improving the quality of data to support sales, or provide practical ways to enhance clinical trials and drug research and development, embracing digital transformation is transforming biopharma and healthcare companies that could push the sector towards innovation, enhanced performance and efficiency. Our client, a US-based leading provider of clinical, commercial & consulting services to biotech, pharma & healthcare companies was looking to modernize its systems and reduce costs by leveraging cloud.

The client is the only fully integrated biopharmaceutical solutions organization that includes a Contract Research Organization (CRO) and Contract Commercial Organization (CCO), which is purpose-built to accelerate customer performance to address modern market realities. It was created through the merger of two industry leading companies.

The Problem

As a part of the strategic initiative to maintain the Capex and increasing demand for scalability of existing IT infrastructure & application, the customer decided to look for a cloud solution. The list of clients for whom customer and sales operations were being performed was ever growing. The client thus needed a robust process in place to ensure smooth onboarding of new clients. Moreover, limited technology support and cloud capability within the client's IT team posed a challenge for the implementation of cloud. The client needed a vendor with expertise in cloud, who could ensure successful execution of the project with minimal disruptions while also saving costs. The migration involved the movement of on-premise legacy GxP compliance systems to cloud which required expertise of pharma regulations and processes.

Our Solutions

Incedo leveraged its expertise in cloud to devise a solution that would be scalable, cost-effective and provide velocity to the modernization of client's systems. The solution focused on minimizing risk with no to minimal disruption of operations. The solution offered low latency and response time which was 100% compliant to client's processes and standards. Incedo's engagement was seamless with end to end ownership for engagements across operations & infrastructure support while also enabling productivity gain (Y-o-Y).

For the solution, Incedo defined the architecture on cloud. Incedo owned the migration of the existing client Data Warehouse to cloud in an environment that was 99.99% available. Incedo deployed a Pharma ready Data Model on the cloud application, which supported multiple data connectors to make the entire ETL processes very robust, efficient and smooth. This led to a reduction in the reporting and data turnaround time with negligible latency.

Incedo managed and supported cloud & application services by providing 16*5 support with stringent SLAs, ~100% month-on-month SLA performance. Incedo helped build an extensible hybrid cloud environment. All these were achieved through rationalization of software licenses, automation of compute instances, like Start/Stop of Development virtual machines during Off-Working hours, to optimize use of resources. There was 100% - support provided from offshore location, while no onshore support was required for the successful implementation. The migration of resources not only resulted in upgradation of Informatica from 9.5.1 to 10.1.1 version (EOL of 9.5.1) in Dev, Stage and Production environments but also successfully upgraded VMware ESXi version from 5.1 to 6 with minimum impact and consulted for long term strategy for application hosting/maintenance to save cost.



Technology Stack

- System Monitoring and Log Collections: Cloud native monitoring tool (IAAS & PAAS)
- Security: Network Security Group, ACLs & End Points
- MSSQL, MicroStrategy, Informatica, Oracle, Windows & Linux

The Impact

- Cost reduction and highly scalable architecture. Applications migrated to cloud resulted in 60% cost savings.
- Reduction in overall client onboarding time to 2-3 days, owing to cloud computational capabilities
- Increased productivity with drastic drop in turnaround time for different data loading process & extracts.
- Daily automated comprehensive health checkup & status updates to the client for better decision and planning.
- Zero application downtime enabling 100% availability of services through proactive monitoring
- High security of Cloud environment validated through quarterly VA/PT Audits
- Resource optimization with management based on utilization trends resulting.



About Incedo

Incedo is a digital transformation expert empowering companies to realize sustainable business impact from their digital investments. Our integrated services and platforms that connect strategy and execution, are built on the foundation of Design, AI, Data, and strong engineering capabilities blended with our deep domain expertise from digital natives.

With over 3,000 professionals in the US, Canada, Latin America, and India and a large, diverse portfolio of long term, Fortune 500 and fast-growing clients worldwide, we work across financial services, telecom, product engineering, and life sciences industries. Visit our website to learn more about how we help clients transform today :www.incedoinc.com



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