

SARCOM Provided a Pharmaceutical Research Company with a Managed IT Outsourced Solution

The Challenge: A pharmaceutical research company needed an Enterprise Technology Partner to take over and manage their technology lifecycle.

The client is a leader in Phase I-IV drug development for products with Central Nervous System indications. With an experience portfolio including more than 1,000 clinical trials involving well over 130,000 patients, the client is an industry leader in clinical research for acute and chronic pain as well as neurological and psychiatric disorders. The client's core business is the collection, management, analysis and reporting of clinical data throughout the drug development lifecycle. The client specific clinical trial management capabilities include drug development planning, protocol design, submission services, regulatory affairs consulting, risk management, investigator and patient recruitment, data management, statistics and medical writing.

The Solution: SARCOM implemented a custom Managed IT Outsourced Solution for the client.

The client required a Partner to provide constant innovation, nationwide reach, end-to-end capabilities, solid partnerships, and most importantly, a diehard commitment to customer satisfaction.

SARCOM has been helping organizations create a competitive advantage, increase revenue opportunities and reduce costs through expertise in the application, delivery and support of technology solutions in mission-critical industry environments.

Beginning in February 2004, SARCOM worked with the client to hire existing personnel and supplemented the team with SARCOM staff to

The Challenge: Pharmaceutical research company needed an Enterprise Technology Partner to take over and manage their technology lifecycle.

The Solution: SARCOM implemented a custom Managed IT Outsourced Solution for the client.

The Results: SARCOM met the client's requirements for a Managed IT Outsource Partner.

create a custom IT support scenario to meet the client's needs. SARCOM placed two engineers in each of three locations, Horsham, PA; Chicago, IL and Houston, TX.

The benefit to the client is SARCOM's breadth of expertise, training resources, and commitment will help the employees in the long and short term, and this directly translated to better services for the client and its employees.

In addition to the onsite staff and operational service support, SARCOM provided the following Consulting Services through SARCOM's high-end Consulting Practices:

- Active Directory Health Security Check Project
- Remote User XP Migration Project
- SQL Server Cluster Implementation Project
- SharePoint 2007 Implementation Project
- WIN2000 Server Upgrade Project
- Active Directory/Exchange Server 2003 Implementation and Migration Project

- VPN Tunneling Project
- SMS 2003 Implementation Project
- ISA Server Project

The Results: SARCOM met the client's requirements for a Managed IT Outsource Partner