

CASE STUDY



Leading healthcare software provider partners with Datapipe for hybrid infrastructure to streamline IT and support global expansion

ORGANIZATION:

Instem provides advanced, best-in-class IT solutions to the global health and life sciences community

CHALLENGE:

As demand for Instem's hosted offerings began to grow, the company needed a partner that could help it further increase the level of client service and support to its hosted clients

SOLUTION:

Stratosphere® Private Cloud



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FINDING THE PERFECT PARTNER

SNAPSHOT

Instem provides advanced, best-in-class IT solutions to the global health and life sciences community, improving the productivity of their clients' processes in the discovery and development of new drugs, therapies, and products. For more than 400 clients around the world, Instem supplies breakthrough technology and services that help them efficiently access, capture, manage, and enrich a wide array of data while generating new insight to advance their mission.

Building on its long-term market leadership position in the preclinical space, Instem has grown both organically and acquisitively in recent years, adding clinical, discovery, and informatics-based solutions and services to its portfolio. Today, the company provides solutions for data collection, management and analysis across the R&D continuum, as well as applications for business intelligence, planning, workflow management, dosage formulation, document management, and report compilation.

THE CHALLENGE

Developing new pharmaceuticals and ensuring their safety requires managing massive amounts of data through a finely tuned IT infrastructure, which is a process closely monitored by the US Food &

Drug Administration (FDA). To meet this challenge, pharmaceutical organizations across the globe have been turning to Instem and its world leading preclinical data management solution Provantis for over 20 years. The Provantis solution incorporates a comprehensive suite of modules required for managing and recording Early Development Safety Assessment studies, from receipt of the compound through to the automated assembly of statistical analyses and final reports. Provantis allows scientific staff to collect, analyze and share data across the organization and externally.

However, many smaller pharmaceutical companies were operating with limited IT resources, using in-house developed systems or manual processes to record their trial data, which could be very time consuming and did not offer the streamlined processes desired.

Prior to the availability of managed hosting services, Instem would send its staff to pharmaceutical clients to install software and provide training on site, a process that was cost-prohibitive for some smaller laboratories. In 2005, in order to address the needs of this market, Instem entered the hosting arena with the introduction of a Provantis SaaS deployment option, offering clients simple, cost effective ways to access software functionality, maintenance and support.

Between 2008 and 2010, the industry began to embrace cloud technologies in order to add new flexibility and save on internal IT costs, including staff and hardware. As demand for Instem's hosted offerings began to grow, the company needed a vendor that could help it further increase the level of client service and support to its hosted clients.

THE SOLUTION

To help Instem expand its existing offerings, further increase its levels of customer service and attract new clientele, Instem turned to Datapipe in 2010. When discussing who to partner with and where data should be physically stored, Erik McMaster, Global Hosting Manager at Instem notes: "Datapipe was one of the few players that listened to us. We felt we were of the right size for Datapipe, and that they would pay attention to us, and invest the time to understand our needs. A lot of the other players seemed disinterested whereas Datapipe listened, and they still listen today."

The new Datapipe hosting relationship quickly began to pay off, and even empowered the Instem team to pursue FDA GLP/GxP compliance on their new hosting processes—maintaining their compliant history—and pass risk assessment audits with some of the largest pharmaceutical companies in the world. In addition, Datapipe's hosting service also enabled Instem to streamline the process of collecting live data needed for validation by the FDA.

The complete Datapipe solution for Instem consists of:

- Managed services and support
- Managed Microsoft Azure
- Oracle servers
- VMware Dedicated ESX Servers
- Shared Datapipe Cloud (vStratosphere)
- Citrix desktop hosting
- Managed network
- Backup services including off-site
- One hour hardware replacement SLA
- Unlimited access to Citrix and Windows teams

In addition to meeting its IT requirements, Instem also wanted a provider that was located within China to support its growing user base in the Asia Pacific region. Since embarking on the project, Datapipe has worked with Instem to move over 200 servers under Datapipe's management. Datapipe worked with Instem to move Instem's data into two primary global data centers: one in Shanghai and one in Somerset, NJ. By moving its own servers to Datapipe, Instem has been able to reduce costs typically spent on purchasing hardware, as well as scale quickly and efficiently based on its changing needs and the varying needs of its customers.

RESULTS & BENEFITS

- Easily grow and scale as the demands of the business evolve
- Vendor lock-in was avoided by effectively integrating solutions based on best suited platforms
- Gained choice and control for how to architect, build, migrate, and manage enterprise applications and workloads
- Adapted required mix of cloud and traditional IT delivery models

OPERATIONAL IMPACT

Since turning to Datapipe, Instem primarily takes advantage of Datapipe's Stratosphere private cloud so that servers can be spun up on-demand while only Instem customers use the designated infrastructure. In addition, they deploy low-risk services that don't require enhanced security controls in the public cloud. The combination of private and public cloud environments provides seamless integration for Instem, all managed behind the scenes with Datapipe. Instem has also started to leverage some Azure services and is looking to utilize AWS. By turning to Datapipe to plan and manage its new hybrid infrastructure, Instem can:

- Solve its most immediate problems, as well as architecting solutions that can easily grow and scale as the demands of the business evolve.
- Avoid vendor lock-in by effectively integrating solutions based on whichever platforms are best suited to their needs - whether that's running a public cloud using AWS, running environments on Microsoft Azure, or taking advantage of hosted private cloud solutions or traditional IT environments.
- Gain choice and control for how they architect, build, migrate, and manage enterprise applications and workloads. They can adapt their required mix of public, private, hybrid cloud, and traditional IT delivery models based on today's requirements, and will then be able to quickly adapt as needs change.

DATAPIPE

A next generation MSP, Datapipe is recognized as the pioneer of managed services for public cloud platforms. Datapipe has unique expertise in architecting, migrating, managing and securing public cloud, private cloud, hybrid IT and traditional IT. The world's most trusted brands partner with Datapipe to optimize mission-critical and day-to-day enterprise IT operations, enabling them to transform, innovate, and scale. Backed by a global team of experienced professionals and world-class interconnected data centers, Datapipe provides comprehensive cloud, compliance, security, governance, automation and DevOps solutions. Gartner named Datapipe a leader in the Magic Quadrant for Cloud-Enabled Managed Hosting.

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