

# CASE STUDY: Biopharmaceutical Machinery

## Pharmaceutical Equipment Manufacturer Modernizes Development System Infrastructure with Carbon60 Managed Hosting & Security Services

The broader pharmaceutical industry continues to grow and catches all the headlines. However, the supply chain involved in the production of drugs and therapeutics is critical in the value chain. The industry is highly regulated and competitive which trickles across the entire ecosystem.

### BACKGROUND

Carbon60's client is an innovator in the biopharmaceutical industry, manufacturing more efficient machinery for drug production. With the ability to pivot between the delivery mechanisms for drugs such as cartridges, syringes and vials, their clients can adapt quickly to market demand without needing to re-tool with different types of machines.

### CHALLENGE

The company runs a lean but effective IT team responsible for all internal systems. While IT is an important supporting function, it is not a core competency compared with the research and development and production of the machinery. Plus, the routine tasks of data centre infrastructure, system administration, and IT security were becoming increasingly complex to keep up with amidst other company priorities.

The technology team was facing an important decision for its development systems. Their on-premise server, storage and backup systems were nearing end-of-life and a capital investment for upgrading the infrastructure was looking. Historically in-sourcing was the preferred method for technology hosting based on the desire to keep sensitive information close in their high-profile and regulated sector. However, cloud models were becoming more attractive and acceptable with sufficient security measures in place. The search was on to find alternative models for their development systems infrastructure.



### REQUIREMENTS



**Security**



**Compliance**



**IT Resilience**

# The Carbon60 Difference

## SOLUTION

The company was beginning to leverage hosted cloud solutions for back-office applications, so it was an option to consider moving forward. They were referred to Carbon60 by one of their SaaS providers who had a successful relationship with Carbon60 as their managed hosting partner.

The company worked closely with Carbon60 to understand our approach and assess the fit. Initially, the solution started to steer towards Carbon60's hosted private cloud service which left many of the functions to the customer to manage. However, since security, compliance and data protection were key requirements given the company's upstream obligations with their pharma clients, a shift was required for Carbon60 to effectively support the company.

The Carbon60 team designed a fully managed hosting solution on its VMware powered cloud platform to support several Windows applications and remote desktop services for the development applications. The design included managed backups and Carbon60's disaster recovery as a service offering to protect critical workloads. In addition, based on the company's security requirements, endpoint protection, managed firewalls, and on-going vulnerability management services were incorporated into the comprehensive solution along with our annual SOC2 Type II audit.

## RESULTS

The implementation of the new solution was a seamless process delivered quickly to support the client's timeline. Carbon60's technical account manager led the project and on-boarded the company effectively given this was their first experience with a managed cloud hosting service.

The company is now in a steady-state mode for the initial set of workloads and happy to focus their energy on other strategic IT and application projects.

Both sides are continuing to get to know each other better in this long-term partnership. The IT team is relieved to be working with a trusted partner and no longer needs to worry about data centre resources, power, cooling, or anything related to hardware. As the relationship evolves, production systems are being evaluated for migration to Carbon60 to further lessen the burden of hosting systems on-premise.

The company continues to grow in the global market. The COVID-19 pandemic increased activity overnight for the company as it adapted quickly to meet the needs of its clients as vaccine production ramped up to meet the global need to fight the deadly virus. The company is doing its part as a global corporate citizen with Carbon60's support to let them focus on what they do best.

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**Carbon60 is a trusted partner and a perfect fit for our company. They provide us with an extremely reliable hosting solution and incredibly high standards of service, technical know-how, and advice.**

**Director of IT | Biopharmaceutical Machinery Company**

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## ABOUT CARBON60

Carbon60 is a managed cloud services provider for mid-market and enterprise customers with business-critical workloads. We deliver secure and scalable cloud solutions using the leading public clouds and our own cloud platforms in Canada, UK, and US. Our 24x7 SOC2 compliant managed services include server management, optimization, backups and disaster recovery, and a robust security portfolio to protect your IT environment.

**Contact us to find out more about our solutions and how Carbon60 can help with your cloud journey.**