

Even a Pharmaceutical Business Needs Solid IT!

How Working with Directive Has Assisted PharmAssist

Meet PharmAssist

When someone's doctor prescribes a medication to them, it is important that the pharmaceutical in question meets various requirements. Enter PharmAssist Analytical Laboratory, a lab that uses advanced technology to analyze new drug products to ensure that they meet the regulations they are beholden to and are sufficiently stable. Basically, they're contracted by pharmaceutical companies to analyze their products and confirm they are safe.

Committed to producing the highest quality data through trustworthy scientific research for the past 30 years, PharmAssist's team of 22 gives their customers the analytical support they require. In order to do so, PharmAssist relies on numerous technology solutions, with some kind of tech involved in every step of their processes. This meant that PharmAssist needed an IT department.



Initially, PharmAssist Relied on a Self-Taught Employee

Unfortunately, as the lab's IT needs grew, they ultimately exceeded what this employee could realistically provide. This was only exacerbated by this employee's need to focus on implementing the company's Laboratory Information Management (LIMs) system instead of the day-to-day challenges that arose. Finally, in 2015, some other option needed to be found.

So, after asking around amongst the businesses of Oneonta, PharmAssist was directed to a local managed service provider: Directive.

Directive Quickly Jumped into Action

Once contact was made, Directive's first priority was to help get the lab's network organized better so that things could be better managed. The MSP quickly ensured that the solutions that PharmAssist relied on were standardized to improve efficiency as well as fully patched against vulnerabilities. Different users were assigned permissions to make sure that everyone had access to the data they needed (while being restricted from data they had no need of accessing). Holding weekly meetings, PharmAssist has been able to lean on Directive as an asset to help guide their IT initiatives.



It's just been really great, because we can draw on so many types of skills with one company, and then we didn't have to develop all of those in-house.



— Kathleen Stith, Founder and President of PharmAssist

PharmAssist Had Quite a Few IT Changes Made

In addition to these adjustments, PharmAssist had many different solutions implemented to help boost their operations. Directive helped to supply PharmAssist with a website before moving on to their more internal needs.

Once that was accomplished, Directive focused on the essentials that any IT provider should. Productivity was simplified through the use of Microsoft Office 365, enabling the PharmAssist team access to a suite of reliable collaborative software, with VoIP added as a cost-effective answer to telephony. Their systems were moved into the cloud for improved accessibility and again, productivity and collaboration, with backups implemented for the sake of their continuity. Mobile device management was also installed, allowing the lab's team members to use their own familiar devices for work purposes.



Directive functions as pretty much an IT department for us, in everything. It was hardware, software, it was instrument software, email, website, everything.



— Kathleen Stith, Founder and President of PharmAssist

Leaning on Directive as an Outsourced IT Department Has Helped PharmAssist Immensely

In the years since signing on with Directive's services, it has been relatively smooth sailing for PharmAssist, which suits the lab just fine. Whether you ask about their productivity or their security, the benefits have been clear. So clear, in fact, that founder and president Kathleen Stith would firmly recommend the MSP's services to any business seeking assistance with their technology.

If you represent such a business, find out more about Directive's services by visiting www.directive.com, or by calling 607-433-2200 today.

About Directive

Known for providing big-business, enterprise-level IT services to small and medium-sized businesses in and around Oneonta, Directive is among the area's most experienced managed service providers. With over a decade of proven experience behind them, Directive works to provide each of their clients with the technological edge they need to be competitive.

If you're looking for an IT provider who can help you resolve your company's technology needs or issues, consider Directive. Our expertise is only a phone call away!