

## When a Provider is a Business Partner: A Case Study

*How Directive Has Helped a Contract Testing Laboratory in a Way That Suits Them*

### The Pharmaceutical Industry is a Demanding One

This is particularly the case where safety testing services for therapies and biopharmaceuticals are involved. Providers are mandated to screen these products before they are commercialized to ensure they are safe and effective before they go to market.

One provider of such services (who, for regulatory and privacy-related reasons, preferred to remain anonymous) screens cell and gene therapy products, biopharmaceuticals, and vaccines, amongst other use cases as needed by biotechnology companies, big pharma, and gene therapy providers.

### The Industry is Also Increasingly Driven by Technology

The pharmaceutical industry as a whole has really embraced the benefits of digital solutions, using them to their advantage. This is particularly true of automation, which delivers benefits not just from a scalability and capacity perspective but, most importantly, ensures accuracy and control of the operations.

As a result, it is little wonder that this company—we'll call them ACME—is motivated to get the most out of their technology, to the point that they were an early adopter of remote work and therefore needed remote access solutions and similar technologies to support it. With no internal IT resources to facilitate this for them, ACME would turn to external providers.

Through a business referral, ACME was directed to a managed service provider in Oneonta, NY, called Directive.

*Directive has addressed the critical requirement of understanding the business and solving for the business needs.*

—CEO, ACME

## **Directive Quickly Became a Valued Partner for ACME**

Promptly stepping into the role of ACME's IT resource, Directive worked with the company to provide their services in the way that best fit the pharmaceutical testing provider. This partnership has allowed ACME to take advantage of their team in a new way, allowing connections to be made between team members in numerous locations. With Directive providing the pharmaceutical company with customized solutions and support, the MSP resolves their most pressing problems whenever needed.

### *With a Planned Strategy, Directive Has Worked with ACME to Maintain Operability While Still Making Improvements*

Over the years, Directive has planned and provided a comprehensive improvement of the technology that ACME's operations relied upon. From improvements to their security and their operating systems to the dedication towards continuous improvements that the MSP exhibits, ACME has seen plenty of benefits.

One that stands out, in particular, is the fact that Directive has been flexible enough to work around the demands that ACME's industry places upon it. Frankly, ACME cannot afford to put a hold on their operations for a week while upgrades and updates take place, so Directive's willingness to approach the task in phases allowed ACME to have their cake and eat it, too.



## **ACME Now Has the IT They Need, and the Support of Their Internal Team**

Throughout the process, ACME also needed help in training employees who had to be educated on the changes being made. Directive was there each step of the way to help support these users, working with them as necessary to help them transition over to their new solutions.

### **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!**

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