



Association Profile

PhRMA represents the country's leading research-based pharmaceutical and biotechnology companies. The organization has seven offices around the U.S. and more than 140 member companies

Pharmaceutical Research and Manufacturers of America (PhRMA) Develops a World Class IT Infrastructure

Challenge

PhRMA's IT department – consisting of three staff people – was mired in day-to-day support issues which took away from the organization's focus on long-term goals. The existing network and email platform often lead to integration problems across software and hardware interfaces; network crashes chipped away at staff productivity; and the organization lacked a robust business continuity solution.

Doug Compton, PhRMA's Deputy Vice President, was tasked with improving the computing environment to increase user efficiency, network security and stability. However, with a complex infrastructure and a large pool of people to serve, he knew they would have to add resources to accomplish this vision.

Solution

mindSHIFT converted PhRMA's Novell network platform and GroupWise messaging to a Microsoft network platform with Exchange messaging. The conversion for all seven national offices was implemented over one weekend. mindSHIFT now provides comprehensive IT support services to PhRMA that includes:

- Management of LAN, servers, and workstations
- Management of software applications
- Management and administration of email
- Nightly offsite backup of servers and workstations
- Comprehensive network security
- Virus and spam filtering
- Redundant internet access and wide area networking
- 24 x 7 network monitoring of PhRMA's entire infrastructure
- 24 x 7 help desk support for all users
- Secure remote access for mobile users and remote offices
- Integration and support of Blackberry devices
- Support of international users

mindSHIFT works closely with the local PhRMA engineers to support all user information technology requirements in all locations.

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Doug Compton,
Deputy Vice
President
PhRMA

Results

Resources meant adding people to his team. But when Compton compared the cost of hiring and training additional staff, and enhancing the tools he would need to effectively support the network, he found that this was costlier than outsourcing these tasks to mindSHIFT. “Because they are immersed in technology every day, mindSHIFT is better skilled in any one area than we could ever be. That, coupled with the fact their solution was less costly than continuing on our own made the decision to work with them easy,” said Compton.

By using the mindSHIFT solution:

- PhRMA was able to focus on important long-term strategic goals instead of day-to-day support issues. “We can now focus our energies on the strategic initiatives that will allow us to advance the association and its advocacy goals.”
- PhRMA had a stable/secure network. In one weekend, mindSHIFT migrated PhRMA’s entire infrastructure across nine offices to a Microsoft network and email platform from a Novell infrastructure. Old hardware was replaced with new laptops, desktops and servers. Enterprise-level firewall security and an automated data backup solution were implemented.
- PhRMA received a depth of skills and support that were available 24/7. “It’s not uncommon to have people working all hours of the night and in different time zones. There is no way I could monitor my network and support users around the clock the way that mindSHIFT does.”

Months after implementing the mindSHIFT solution PhRMA is very satisfied with the results. “I had a vision for IT for this organization,” says Compton. “Now it is finally being realized.”