

Akibia is Sunovion's IT Support Partner

CASE STUDY

Enabling Your IT Infrastructure

A long time partner to Sunovion, Akibia is the company's Trusted Advisor when it comes to solving IT support issues. The Akibia and Sunovion relationship began more than ten years ago, as Akibia provided Sun support and maintenance for Sunovion. Over time the support relationship expanded to include additional UNIX staff augmentation, help desk support and logistics. Today, Akibia is Sunovion's "go-to" support provider for all major IT support needs.

Consistent and Exceptional Service Builds Trust and Creates a Strong Partnership

In 2001 Sunovion had reached a critical growth point and needed to bring on an external sales staff to meet market demand for its innovative pharmaceutical products. As Joe McGrath, senior vice president of Information Technologies at Sunovion realized, his team would need to expand to support the IT needs of this remote sales team. He knew from experience that the IT partner he should work with was Akibia. As Sunovion's sales team continued to grow—from 60 people to more than 1600 - Akibia was able to scale with Sunovion, continuing to provide exceptional service on a regular basis.

"We have a great level of trust in Akibia and the relationship has been very successful over more than ten years," said McGrath. "Akibia has shown a great level of flexibility, they are extremely agile and constantly adapting to meet our evolving needs."

The services Akibia provides to Sunovion have expanded over time and now include the following:

- **Multivendor Systems Maintenance** – Akibia supports all of Sunovion's mission-critical Sun servers and many of its Dell servers in three corporate data centers located in Massachusetts and Nova Scotia. Akibia's 24X7 systems maintenance services include best-in-class technical support, customized SLAs, escalation management, logistics and field engineering.
- **Asset Management** – Akibia manages the IT assets for each of Sunovion's 1600 remote sales representatives, ensuring they have the appropriate technology to work effectively and efficiently.



INDUSTRY

Pharmaceutical

CHALLENGE

Over the past ten years Sunovion has faced a number of IT support challenges as the company has expanded to meet market demand for its innovative products.

SOLUTION

Akibia has become Sunovion's Trusted Advisor and premier support partner, providing:

- Server Support
- IT Asset Management
- Help Desk Support
- IT Staff Augmentation

BUSINESS BENEFITS

Sunovion has been able to grow rapidly with Akibia as its support provider, and the company's IT department has been able to remain focused on strategic initiatives.

- **Internal IT Help Desk Support** – In addition Akibia provides help desk support to Sunovion’s sales representatives. This includes responding to more than 2000 service calls per month, regarding issues related to the tablet PCs the team uses, VPN access and other remote support issues. Akibia also provisions the new equipment for each of the representatives.
- **IT staffing** – Akibia provides a team of outsourced IT personnel for Sunovion. The team provides specialized server maintenance and support skills, and frees Sunovion’s IT team to focus on high-level initiatives.

Benefits

By partnering with Akibia, Sunovion’s IT department has been able to scale its services to meet the demands of its growing sales team, without increasing head count. Akibia frees Sunovion’s IT team to focus on more strategic technology projects. In addition, Akibia provides Sunovion’s sales group with IT help desk support, including troubleshooting issues and repairing faulty hardware, including tablet PCs.

Sunovion’s high-level of trust in Akibia has been built over years of consistently superior services, whether related to UNIX maintenance, IT staff augmentation or remote IT help desk support for its sales team. As a result, Sunovion’s internal IT department is free to work on additional mission-

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Joe McGrath, senior vice president of Information Technologies, Sunovion

critical projects within the company, with the knowledge that Akibia is providing its backbone of support.

“Whenever we have a new IT support need, our first thought is always to call Akibia because of the high-level of trust we have in them,” said McGrath. “We routinely recommend Akibia to our peers.”

About Akibia

Akibia, a Zensar company, provides innovative Infrastructure Management solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical infrastructure. As an independent advisor, Akibia partners with our customers to deliver solutions that improve the availability, reliability and performance of their data center, network and security infrastructure. Using its multi-shore capabilities, Akibia combines expert consulting, integration and support services with world-class customer service to help IT organizations reduce costs, increase efficiencies and manage risk in the data center. For more information visit www.akibia.com.

