



Case Study ON Biotech Enterprise



About

The client is a pharmaceutical & bio technology enterprise with 100+s of global patents, specialising in product-oriented research & development and known for its world-class vaccine manufacturing capabilities. It's one of the two early Indian companies credited to invent the Covid-19 vaccine with the pandemic at its peak. They are one of the leaders in driving innovation in biotechnology to fight against the disease with a focus on emerging markets. Their clinical trials are known for their rigour and breadth. They adopt high-magnitude digital platforms to ensure that they capture, store and report data accurately.

The Challenges

- COVID-19 Creating mayhem across the globe, The demand for turning around an effective vaccine was paramount to saving billions of lives. "High Demand for turning around an effective vaccine was paramount."
- To meet this sudden surge, they needed a stable, scalable, and secure infrastructure platform to host their CRM. "The challenge was to have a scalable & secured platform to host their CRM"
- For their legacy application, the major challenge was two-fold The cloud compatibility of the legacy application had to go through systematic testing (POC). "The major challenge was two-fold, the legacy application had to go through systematic testing"
- There was a challenge in terms of migrating data from on-premise to the cloud along with the additional challenge of Bandwidth restrictions, at client's end. "The challenge was to migrate entire data from on-premise to cloud"

How Pi Led The Way

- A comprehensive solution was designed to host the client's CRM application on Pi Cloud. Thus, assuring a continuous availability through a redundant architecture hosted on Pi's Uptime Institute TIER IV certified data center ecosystem with high resiliency and 99.995% guaranteed uptime. "We assured a continuous availability through a redundant architecture"

Summary :



High Demand for turning around an effective vaccine was paramount



The challenge was to have a scalable & secured platform to host their CRM.



The major challenge was two-fold, the legacy application had to go through systematic testing



Minimalizing RTO & RPO was another challenge.

- Since the application hosted by the client was dealing with sensitive and confidential data, Pi Cloud with its multi-tiered embedded security and guaranteed data localisation, was just the right fit to protect their data from vulnerabilities and threats.
"We guaranteed the security of their confidential data"
- While the vaccine was being developed, there have been situations where the need was to scale the infrastructure without any downtime. Pi Cloud stood to the test of global interest and passed the challenge with zero compromise and operational disruption.
"We stood to the test of global interest and passed the challenge with zero compromise and operational disruption"
- As this was the first-ever experience for the customer to have their workload on the cloud, it was very important to support the transformation with a strong and well-laid governance model.
"Pi's tailor-made operational model executed through a well-defined SLA and delivery governance matrix owned by a dedicated account manager established stability and trust".

Conclusion

Being a high data sensitive and high-on compliance organisation, data security has been the primary concern for the client. Hence they have been perennially running on On-Premise IT infrastructure to avoid any risk of unwarranted exposure leading to possible data and reputation loss. Talking about the scenario today, Pi partnering with the client helped them to demystify the cloud. They experienced a smooth migration and operation of their workloads. Today they are planning to migrate their entire on-premise DR, on cloud and have also factored all their future projects around cloud nativity.

Summary :



We assured a continuous availability through a redundant architecture



We guaranteed the security of their confidential data



We stood to the test of global interest and passed the challenge with zero compromise and operational disruption



Pi's tailor-made operational model executed through a well-defined SLA and delivery governance matrix owned by a dedicated account manager established stability and trust