Case Study #2

ICE Provides Full Turnkey IT Services to Biotech Client—Helping Them Expand and Relocate

Fast Facts:

Industry: Biotech & Life Sciences

Company size: 75+ Employees

Location: Menlo Park

Challenge

ICE Consulting has helped with the IT needs for some of the most innovative biotech startups in the San Francisco Bay Area— a hotbed of biotech activity. A growing biotech company needed help setting up, designing, and building out the IT infrastructure at its first site so it could concentrate on research and development activities.

Solution

ICE Consulting brought together a team of highly skilled and experienced IT project managers, IT architects, and IT project network/system engineers to help facilitate the needs of this and many other biotech clients in the design and building of these new sites. ICE helped the client expand and relocate into their first new workspace in a brand-new building from an incubator space. ICE helped in these ways:

- Designed and built a new office IT plan by working with the site General Contractor (GC) and participated in the construction meetings during the initial phase of the project to ensure all IT-related requirements were coordinated in the construction plans.

- Designed the structured wiring plan with the low-voltage cabling contractor to ensure adequate cabling to meet needs of the client.

- Worked with ISP vendors to establish service in the new building for the client including IP requirements, bandwidth needs, and proper handoff to the planned client hardware.

- Partnered with an audio/video consulting firm to plan out the conference room design and equipment needs including room schedulers, room controllers, cameras, speakers and microphones, and auxiliary equipment and connections necessary for the client, as well as sound deadening equipment to reduce the ambient noise in the workspace.

- Evaluated the design and sizing of the server/MDF (Main Data Feed) and IDF (Intermediary Data Feed) rooms and passed on the GC for inclusion into the final plans

- Evaluated, documented, and provided the power requirements and HVAC (Heating, Ventilation, & Air Conditioning) requirements for the Server / MDF room and the IDFs to the contractors, for the planning of the respective portion of tenant improvements.

- Designed the IT infrastructure (both Systems and Network) for the new site using industry design guides and infosec compliance regulations to ensure cybersecurity is an integral part of the design, not an afterthought.

- Recommended the appropriate security and threat management capabilities for the selection of the new firewalls and edge infrastructure (ISP to internal network). ICE only recommends the industry leading vendors for Firewalls such as FortiGate or Palo Alto Networks.

- Leveraged ICE partner relationships with technology vendors such as VMware, Okta, CarbonBlack, Code 42, Microsoft, and others.

- Designed and executed the cloud technology stack for the client including Identity Management, Single Sign-On (SSO) & Multi-Factor Authentication (MFA) using Okta, implemented a Mobile Device Management (MDM) solution using Workspace One, and Corporate Productivity and E-mail with Microsoft M365.

- Emphasized security of the client's corporate data, ICE installed and configured disk encryption solutions and much more.

Results

Thanks to ICE Consulting, the biotech client now has an infrastructure that is properly designed, configured, and installed. This will allow the biotech company to fully use the latest technology today and tomorrow as the biotech company grows and prospers. For this client and others, ICE continues to update, maintain, and improve the security and performance of the installed infrastructure.

ICE has performed this kind of work many times in the San Francisco Bay area and has developed a reputation for these "greenfield" builds with biotech start-ups. Our solutions have met client needs by providing highly scalable, secure, and reliable infrastructure. With ICE Consulting's IT infrastructure assistance, many of these clients have grown from small start-ups to more than 1000-employee, multi-national enterprises.

EXAMINATION

RESEARCH

DATA

CASE STUDY #2

RESULT

ANALYSIS

CONDITIONS