Case Study #3

Innovative Biotech Company Hires ICE to Scale and Secure IT Infrastructure

Fast Facts:

Industry: Biotech & Life Sciences

Company size: 20+ Employees

Location: South San Francisco

Challenge

A promising biotech company in the San Francisco Bay Area needed to focus on its core business rather than IT—yet the company recognized that a strong IT would be critical to its growth plans moving forward. The company needed all facets of its IT infrastructure evaluated against industry best practices and to help it move to a more secure, stable, and resilient network.

Solution

After developing an extensive IT audit report, ICE provided recommendations on enhancing the company's network by refreshing and implementing new IT hardware and installing new software and cloud services to assist in the modernization of the client's network. ICE engineers created a hi-level IT infrastructure upgrade and modernization plan with multiple smaller project plans. And over 18 months, at the client's request, ICE created Statements of Project Work (SOPW), Bill of Materials (BOM), and detailed project plans to modernize its IT infrastructure. ICE helped in these ways:

- ✅ Began fixing and cleaning up the IT infrastructure, building upon the existing environment and previous projects.

- ✅ Emphasized slow and strategic changes to the production IT infrastructure after thoroughly testing the solution in a lab environment to minimize downtime and disruption to the client. ICE would then move on to the next change, by looking at the whole, not the individual device, software, or service, thus constantly improving the network and working toward the defined goals of the plan.

- ✅ Made specific changes included removing the daisy chaining of the access switches and connecting the access switches to the core switches. This served as a new redesign in a hub-spoke method for improved data flow.

- Added security enhancements that included the firewall firmware code updates to the newest and stable code release with security patches applied.

- Performed a wireless spectrum analysis to determine a health check of the wireless networks.

- Established SLAs with network infrastructure vendors for improved support and management.

- Performed changes slowly and methodically on data systems infrastructure to improve performance of service and storage devices.

- Reconfigured the Active Directory services at each location to provide resiliency in case of loss of connectivity with the other sites, and much more.

Results

In summary, ICE Consulting provided a full IT turnkey solution that allowed the biotech company to focus on its evolving product offering. This partnership continues today.

EXAMINATION

RESEARCH

DATA

CASE STUDY #3

RESULT

ANALYSIS

CONDITIONS