

Octapharma Case Study: Hardware solutions & on-going support

octapharma

Octapharma is an independent, Swiss based company founded in 1983 that specialises in the development, production and sale of safe and effective medicines derived from human proteins. With turnover of over €1 billion, Octapharma currently sells to over 80 countries and employs over 4,000 employees worldwide.



Overview

Octapharma were moving Coventry operations to brand new state of the art offices in Manchester and thought this would be the perfect time to update its out-dated IT infrastructure. The company required a refresh of servers and network systems to exacting specifications from its head office. Integratech approached Octapharma with a comprehensive proposal that matched what the business was looking for in terms of IT. The proposal was pitched to Octapharma's head office in Sweden as well as the Coventry branch.

The solution provided

- ✚ A Modern I.P. Phone system tailored to meet Octapharmas needs and requirements, primarily a single cable to desks
- ✚ Citrix thin client environment which provided a desk top monitor with built in thin client (no base unit or separate thin client box)
- ✚ All matching silver and black equipment to suit state of the art environment
- ✚ Server solution design to provide business growth and robust performance complete with disaster recovery facility
- ✚ Citrix environment to enable concurrent safe connection to Sage accounts system with a faster remote connection for remote working



The approach

Delays to building work of the new offices caused some minor issues for Octapharma. The Coventry building needed to be vacated by a specified date and the new offices were not ready for this time. Octapharma decided to rent some temporary offices in Manchester and move key staff members and equipment there until the new offices were ready. The versatility of the IT solutions that was purchased from Integratech enabled the urgent move to be successful. As part of the temporary move Octapharma required:

- ✚ The temporary office to have a network setting up, with connection to head office and working peripherals to link printers & the fax machine
- ✚ Multi-site working as Coventry and temporary Manchester office need to work concurrently for 2 Months
- ✚ Phone lines organising / co-ordinating with the cabling installation in the new offices and weekend working to ensure very little down time
- ✚ A solution which will require no visible under desk equipment, minimum cables and minimum desk top equipment as desks are modern open base type.

Integratech provided a full project management service to ensure concurrent working with the construction company and furniture installations. Integratech installed equipment and incorporated all aspects of IT, the phone systems, servers and network infrastructure. A 'Turn Key' service was provided.

The benefits

Members of staff at Octapharma have been delighted with the new IT infrastructure. The move from Coventry to Manchester was a stressful time for the business, made worse due to delays in building work. It was of utmost urgency that Integratech were able to be flexible when installing the IT system and supporting Octapharma. Having a reliable network installed in the temporary office with a remote working solution enabled the branch to continue working. Productivity was kept very high during the move and the business was able to continue working to high standards.

Octapharma are now fully up and running in the new Manchester offices. The offices look fantastic and staff couldn't be happier. The system is much faster and more reliable than the previous system with the very best security features in place.

Octapharma benefit from a pro-active support contract ensuring that any problems which arise with its system are sorted out in a quick and efficient manner so work does not suffer. Work will continue with Integratech on future projects.