



Curvature's NetSure[®] Helps Fast-Growing Biopharma Keep Pace with Rapid Expansion Worldwide

The Benefits

Curvature was chosen on the merits of our reputation for maintaining multi-generational networks in vendor-agnostic fashion with unprecedented focus on quality and customer satisfaction. The customer initiated its engagement with us through our proprietary IT assessment tool, resulting in a complete inventory report of all their network assets. We identified opportunities to boost performance across mission- and business-critical devices as well as secondary network components.

We analyzed all existing maintenance and support contracts to identify cost-saving opportunities and pinpoint EOL equipment for potential upgrades or continued support under NetSure. We delivered actionable recommendations for network hardware maintenance improvements.

Equipped with a customized network blueprint, the biopharma company was able to deploy a hybrid maintenance and support strategy blending Curvature's maintenance offering with manufacturer support, as applicable. As a result, the pricey, disruptive and massive network upgrade was replaced by a measured, systematic approach that matched the customer's schedule, preferences and budget.

Managing daily operations was also streamlined via Curvature's "concierge" service, which provides a single point of contact for all maintenance, regardless of service provider. Vendor consolidation streamlined a half-dozen platforms, dramatically lowering administrative overhead and increasing operational efficiencies.

This maintenance and support partnership has been extended to include our Remote Hands service, which dramatically alleviated on-site support requirements. Our ability to dispatch highly-trained technicians anywhere around the globe has been pivotal to seamless network migrations and cutovers as the latest merged or acquired entities join the biopharma's corporate family.

Curvature technicians have become a transparent extension to the customer's internal team. Together, we execute a wide range of technical tasks to ensure business operations perform at peak levels. Aside from dramatic improvements in support, we enabled our client to sustain impressive levels of fast-track business growth while saving more than 50 percent on the price of network hardware maintenance and support.

Challenges

- Keeping pace with fast growth through M&A overburdened IT team
- Manufacturer called for massive network upgrade that was cost prohibitive and disruptive
- Need to seamlessly scale network required more robust global support

Solution

- Curvature NetSure Maintenance
- Curvature IT Asset Management
- Curvature Concierge Service
- Curvature Remote Hands Service

Benefits

- Customized blueprint of NetSure support set stage for hybrid maintenance strategy that reduced operational costs by more than 50 percent
- EOL equipment support helped avoid expensive upgrade
- Concierge service significantly streamlined multi-vendor support
- Outsourced IT ensured consistent support levels worldwide

