

An Adaptive Technology Model from the Ground Up

Summary:

Client: Theramex

Sector: Pharmaceuticals

Company Size: London HQ, 16 countries, internal IT team of 4

Key Technologies: Microsoft Azure Infrastructure-as-a-Service (IaaS), Microsoft Azure AD Premium including Multi-Factor Authentication, Single Sign-On and Risk-Based Conditional Access, Microsoft Enterprise Mobility + Security Suite including Intune, Windows Auto Pilot, Microsoft Office 365 including Exchange Online, SharePoint Online, Fresh (Intranet), Skype for Business, Teams and Yammer, Business Continuity and Archiving Solution, Global Meraki Solution (cloud controlled) for Switches, Firewalls and Wireless Access Points

IT Lab Services Provided: ATM compliant solution to meet Cyber Essentials PLUS Validation, Design and Management of IaaS and SaaS Environments, Implementation of full Microsoft Office Suite, 24/7/365 1st, 2nd and 3rd Line Service Desk including Dedicated Onsite Support during worldwide rollout, Global Emergency Onsite Support, Cyber Security Consultancy (Onsite in London HQ), Programme and Business Change Support Consultancy, International Procurement Services (Hardware), Global Staff Training (Tech Adoption), Deployment of third-party CRM application and Vendor Collaboration

Background:

In 2018, private equity firm CVC acquired Teva Women's Health – a division of Israeli drugs giant Teva Pharmaceutical Industries.

The \$700m purchase took the name Theramex full circle. Established in 1970, Theramex was bought and rebranded by Teva in 2011. A new Theramex was born, honouring the brand's proud heritage of supporting women at each milestone in their lives.

Over 18 months, more than 350 Teva employees would transfer to the new company, with fresh hires boosting its numbers. The London HQ would be established first, closely followed by 16 countries. IT Lab was chosen to architect and implement the company's IT infrastructure from the ground up.

Project Goal:

From a blank sheet of paper, establish an IT environment for Theramex's employees in 16 countries. Implement London HQ's infrastructure in eight weeks and roll out all systems internationally within six months.

Adhere to three core principles: Secure-by-Design, Cloud First and Scalability. Ensure all users enjoy premium support.

“IT Lab has created a dynamic operating framework for contemporary businesses. Their Adaptive Technology Model (ATM) equipped us with everything we aspired to, including armour-plated security. In our heavily regulated industry, compliance is non-negotiable. Under the bonnet, ATM is sophisticated, with many moving parts and Microsoft 365 at its core. Its elegance lies in its deployment to our users - it's easy for them to consume.”

- Pablo Alvarez, IT Director, Theramex



The Client:

Theramex provides healthcare to women in five continents. It specialises in four clinical areas: contraception, fertility, menopause and osteoporosis. The company markets its portfolio to hospitals, pharmacies and health practitioners. It delivers its services via a huge network of manufacturers and distributors.

The company's several hundred-strong workforces comprise of medical professionals, mobile sales teams and managerial, technical and admin staff. Theramex has ambitious plans to expand its product range and geographical presence.

Navigate:

Defining Challenges and Opportunities

The challenges were three-fold: architect an IT infrastructure in short-order, accommodate the workforce transferring from Teva, and deliver services in 16 countries. It was also an opportunity to create an environment in line with best-practice, utilising exciting technologies. To plan for this, IT Lab:

- Rapidly established a dedicated team – including consultants, technologists and project managers – across all core IT disciplines.
- Developed a Strategic Technology Roadmap, in collaboration with Theramex's IT team.
- Aligned the roadmap to deliver an Adaptive Technology Model utilising Microsoft Modern Desktop.
- Approached our international partners and vendors to ensure seamless and consistent service-delivery in each country.
- Deployed our in-house systems, such as ServiceNow, to benchmark all activities with ITSM and ITIL standards.

“When we were approached by CVC Capital Partners to design and deliver an environment from scratch, my heart started beating a little faster. It was a fantastic opportunity to accomplish our vision of today's workplace. Pablo and his knowledgeable team were already on board with the principles of ATM and Microsoft 365 and needed no convincing.

“I think that above anyone else in the market, we showed a willingness to get things done under quite small timeframes. Theramex knew that we knew what we were talking about, and we had the resources to deliver.”

- Brett Niven, Head of Business Development, IT Lab





Integrate:

Delivering Infrastructure and Operations

To achieve an Adaptive Technology Model and Modern Desktop Experience, IT Lab:

- Implemented Microsoft Azure Infrastructure-as-a-Service.
- Architected and installed a suite of Microsoft technologies for the highest levels of security (including access controls) and connectivity across all client locations.
- Introduced a range of data management, productivity and collaboration tools such as Microsoft Teams and OneDrive.
- Implemented Fresh, a digital workplace solution by Content and Code - an IT Lab company, that overlays SharePoint Online.
- Operated an 'Office in a Box' practice for light touch, self-configuring user rollout. Created training materials and 'Train the Trainer' programmes.
- Orchestrated 'boots on the ground' IT support in every country, fully aligned with our remote services.
- Arranged for one our senior cybersecurity specialists to work in the client's London office throughout the implementation.
- Resourced teams of engineers with key vendor accreditations.
- Managed a global procurement programme of all hardware.

As of March 2019, the implementation is complete and all former Teva staff and services have been migrated to the new Microsoft Modern Desktop solution. Theramex is busily recruiting new staff and more countries are going live each month with ease due to the technologies adopted to provide a simplistic user and device enrolment process.

The only element we're not supplying is Theramex's CRM system. Nonetheless, we're liaising with a partner, Avanade, to manage and support the installation of the app. During international roll-outs, it's vital everyone pulls together as one team. I'm glad to say everything is running to plan; we're doing well.

- Shaun De Becker - Senior Account Manager, IT Lab



Operate:

A Secure and Resilient Infrastructure for a Modern Environment

The Microsoft Modern Desktop is designed to flex and grow just as Theramex will. It will allow them to adopt new technologies with ease, with a security wrap-around to guard their sensitive information and IP.

As Theramex's strategic partner, we're looking forward to supporting new projects and optimising their technologies. Data protection will remain a vital element of our service delivery, together with supporting their users around the world and the clock.