Technosoft
CORPORATION

Modernizing IT infrastructure for a biopharma service provider for increased productivity, greater efficiency and savings

The Client

The client is a Fortune 500 company and one of the world's leading providers of biopharmaceutical development and commercial outsourcing services with business in nearly 100 countries. They have helped develop or commercialize the top 50 best selling drugs on the market. They work with biopharmaceutical and health sciences customers to navigate the complex landscape with more predictability.

Business Requirement

Our client's internal IT support teams were large and geographically dispersed. The client needed a solution to support and cater to their customers' IT needs, and to ensure the stability, availability and continuity of their IT infrastructure. Given the nature of our client's business, working across the drug approval cycle, heavy regulation, stringent compliance and the heavy reliance on IT, having 24x7 global IT infrastructure support was extremely critical.

Beyond possible

Innovations beyond possible have meant doing more with less, more quickly and at a reduced cost. Our processes and support model, combined with our expertise, flexibility and commitment, have increased customer satisfaction scores from 57% when we took over to > 95% today, and generated huge cost savings to the tune of $4 million annually.



Technosoft's Solution

Technosoft had been working with the client for over 8 years and was selected to help the client move from a fragmented, specialized and distributed IT support model to a unified command center. This enabled our client to redeploy their employees to more revenue-generating activities.

Business Benefits

- $4 million in annual cost savings by reducing operating expenses
- SLA compliance across services with CSAT consistently above 90%
- 24/7 availability of resources across diverse technologies to attend to all end user needs
- Managing ever-growing volumes with a steady headcount
- Migrating to a modernized and highly robust IT infrastructure
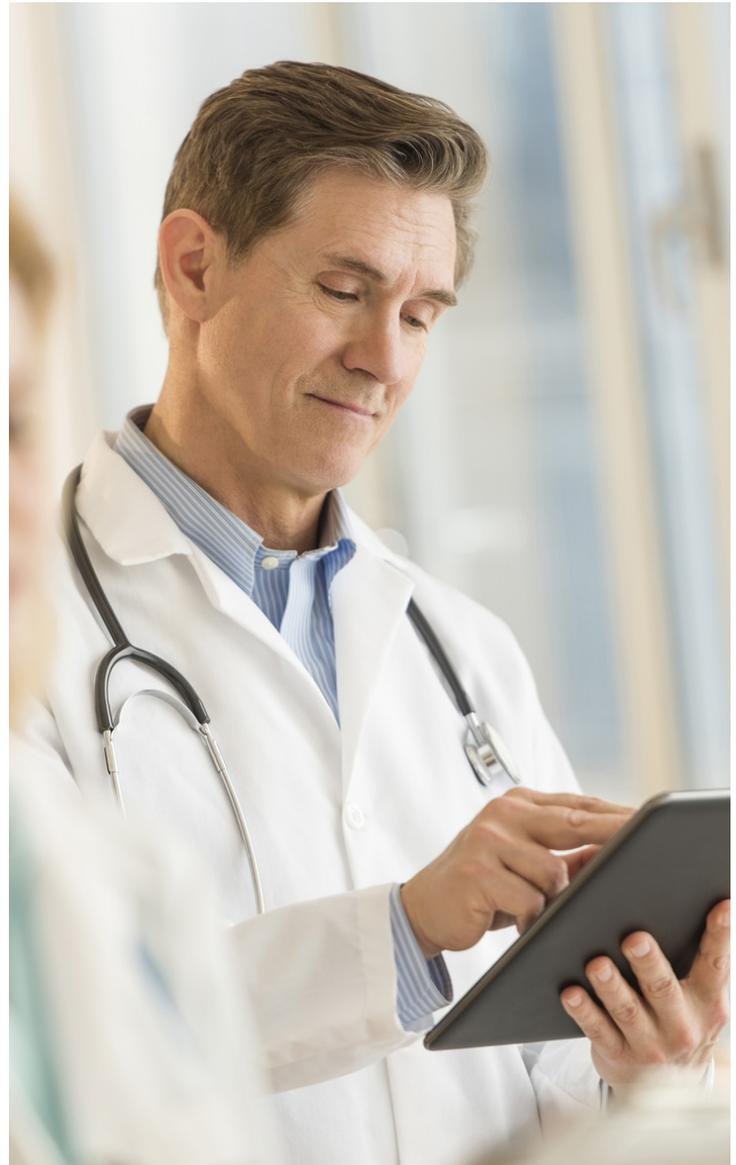
About **Technosoft**

Technosoft Corp. (Technosoft) combines strategy, technology and creativity to help companies accelerate their digital transformation journeys. We help our customers gain insights from data that others can't see and we provide bold ideas for innovation. Technosoft offers solutions for digital transformation, data science, robotic process automation, artificial intelligence, Blockchain, cloud computing, application lifecycle management, quality assurance and testing, CRM-ERP (Salesforce, SAP, Oracle), and IT infrastructure management. Technosoft has extensive domain knowledge of the banking and financial services, healthcare, manufacturing, retail, and high tech industries. Headquartered in Southfield, Michigan, Technosoft has 4,400+ global employees and is trusted by more than 35+ Fortune 1000 customers in North America and India. Learn more at www.technosoftcorp.com

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