



A Scalable, Complete End-to-End IT Solution

Industry

Biotechnology/Pharmaceuticals

Highlights

- Quickly scaled to match the rapid growth of the Client.
- Supports over 30,000 desktop and notebook computers—both PC and Mac.
- Employs over 100 on-site service technicians domestically and internationally.
- cyberCSI's best practices implementation and proprietary cloud-based IT lifecycle software called OPUS has increased the efficiencies of outsourcing and saved millions of dollars annually.

The Client

One of the world's leading biotechnology companies focused in pharmaceutical operations in the United States currently employs over 20,000 employees worldwide and is a wholly-owned subsidiary of a prominent global, research-focused healthcare conglomerate. Their U.S. headquarters is located in the San Francisco Bay Area with additional facilities located throughout the U.S. and internationally.

They have in excess 30,000 desktop and notebook computers at their U.S. headquarters location. Approximately twenty-five percent of the computers are Apple brand and the balance various PC brands. Most employees have both Macs and PCs with a majority being notebook computers.

The Situation

The Client initially managed all IT needs in house and purchased equipment directly from the computer manufacturer. As the Client grew, the company solicited RFPs to several IT outsourcing equipment and solution providers to address the Client's IT needs.

Responding to the RFP, cyberCSI went head to head with industry giants, such as, Dell Direct, HP Enterprise Services, and IBM Global Services. cyberCSI won the bid because they were less costly, more flexible, and implemented a process and asset tracking system that allowed for reliable responsiveness that best fit the Client's IT needs.

The Challenge

When cyberCSI first engaged with the Client, initial assessment of their business reflected a healthy 20% year-over-year growth rate and the Client was a recognized leader in their industry. Productivity of the their employees could not be affected at this crucial time.

However, the Client's internal IT operations were inefficient and not cost-effective in both hardware and software planning and expenditures. It was imperative for the Client to maintain their pace of growth and keep their research and development efforts on track or they would most certainly soon feel the pressure of their competitors and risk losing a foothold in their leadership position. The Client could not afford to continue with its lengthy downtime, incompatibility of equipment, problems with integration and slow deployment of new technologies with their desktop and notebook computing equipment and peripherals. Additionally, technology was continuing to evolve and the lack of IT support could create incompatibility and connectivity issues.

“By selecting cyberCSI as their complete end-to-end IT solution, the efficiencies of outsourcing saved the Client millions of dollars annually.”

cyberCSI - The partner you'll love to trust.

The Solution

Solutions Applied



Desktop & Notebooks Management



Asset Lifecycle Management



Authorized Reseller (HW & SW)



Systems Integrator



Authorized Service Provider/Service Desk



Printing & Imaging



Network & Connectivity



Mobility & Unified Communications



Audio & Visual

Because cyberCSI's scalable business model is structured for efficiency and effectiveness as an authorized service provider, they have also become a prominent value-added reseller and systems integrator for major manufacturers of computing hardware and software—carrying over 600,000 IT related products. Couple that with cyberCSI's seasoned staff of IT experts and trained computer specialists, the Client soon recognized cyberCSI as a complete end-to-end IT solution. cyberCSI was able to quickly scale and seamlessly integrate into the Client's IT infrastructure.

Not only that, cyberCSI had utilized their unique, proprietary cloud-based IT lifecycle software, called OPUS, as an integral measure of the service cyberCSI was providing. Because of the robustness of OPUS, cyberCSI was able to provide critical information to the Client, such as, the model and number of computers they possessed, where the computers were deployed, the repair history of each computer, which computers were due for reconfiguration and/or updates and which equipment was due to be recycled or refreshed. As an added bonus, cyberCSI was able to issue secure real-time access to retrieve this information from OPUS. This offered the Client the ability to evaluate and manage their IT assets at an aggregate level and utilize the data as an efficient planning and forecasting tool for their IT needs.

As the Client's needs grew and evolved, cyberCSI was also able to respond and provide audio and visual services and solutions for web conferencing, video projection, sound reinforcement and conference room proactive testing. Additionally, the Client has relied on cyberCSI's expertise with mobile telephony and unified communications—voice, data, and video system integration. cyberCSI successfully deployed and now manages over 10,000 iOS devices for the Client (including Apple iPhones and iPads).

The Result

cyberCSI currently employs over 100 on-site service technicians for this Client domestically and internationally; and OPUS continues to play an integral role in the utilization of custom ecommerce catalogues, tracking and reporting IT assets, and providing deployment specifics, refresh, and break fix metrics. Software imaging services include image loading, creating, testing and certification; as well as expansion, updating, and library management.

As a testament to their level of satisfaction, this Client has relied on cyberCSI for the past eight years and continues to look to cyberCSI as their primary IT outsourcing vendor of choice. By selecting cyberCSI as their complete end-to-end IT solution, the efficiencies of outsourcing saved the Client millions of dollars annually.

Contact cyberCSI today. Let us be your best decision for IT solutions.

CyberCSI was founded in 1993. We are experts in providing scalable, cost effective IT outsourcing solutions and have consistently demonstrated that we can significantly reduce the large financial costs of managing IT environments. We have successfully been managing the IT operations of Fortune 500 and SMB organization since our founding. cyberCSI's best practices implementation coupled with OPUS—our unique, proprietary cloud-based IT lifecycle software—will allow you to focus on your core business and not IT operations. cyberCSI takes the "pain" out of IT and we do it better and at a lower cost than any other company in our industry. By using cyberCSI, you will have the assurance to better achieve the highest return on your IT investments.

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