

ENHANCED

Technology For Better Business Performance

BIOCLEAVE



Client: Biocleave

Sector: Science

SECURE MICROSOFT CLOUD DELIVERY OF APPLICATIONS AND DATA.

Biocleave is a producer of high-value biomolecules for researchers from academic groups to pharmaceutical companies, pushing new boundaries in protein expression. The business has been through some substantial changes in the last 18 months with a company rebranding due to a decoupling from their US operation and a split from shared IT services. Delivery of IT Services in the new world had become unreliable and slow and needed a review.

THE CHALLENGE

With all the changes happening to the business it was imperative that the current IT systems were restructured and upgraded to fit the new business. All this needed to happen during the 2020 Pandemic following the government lockdown rules.

Challenge 1: Delivery of desktops and applications
An old version of Citrix was being used to provide Desktops to end users as well as out of date Office applications. This delivery was slow, sometimes unresponsive and not fit for purpose. Microsoft Active Directory needed to be upgraded and AD security needed enhancing.

Challenge 2: Data Management
Due to the nature of Biocleave's work the storage and management of its data are imperative to the success of the business. Data needed to be easily and securely accessed from anywhere and structured so that users could be as productive as possible. This data needed to be securely backed up and locally generated data from lab machines also needed to be considered.

THE SOLUTION

Biocleave assessed a number of IT service companies and Enhanced were chosen to design, implement and support a new IT infrastructure that will support the business in its new form.

Enhanced worked as remotely as possible during the 2020 Pandemic while adhering to government lockdown guidelines. The team migrated Biocleave to Office 365 Business Premium and implemented Azure Active Directory to facilitate a new cloud-based domain. Multi Factor Authentication was provided to further secure the systems, data was categorised as structured and unstructured and moved to Microsoft SharePoint and One Drive as appropriate.

Email was migrated to Exchange Online and Microsoft Teams was introduced, enabling the business to collaborate on projects remotely.

Microsoft do not provide business backup services for Office 365 and so Carbonite Office 365 backup was installed to ensure their data is continually backed up and easily retrievable.

Enhanced have now become Biocleave's strategic IT partner, providing ongoing IT support.

With users being new to Office 365 and applications such as Teams, One Drive and SharePoint it was imperative that adoption training services were carried out.

This new platform provides Biocleave with an up to date infrastructure across the business enabling them to continue their ground-breaking work with a robust IT platform.

THE RESULTS

- The business can now work more collaboratively and efficiently from a Microsoft Cloud-based solution
- Microsoft applications are kept up to date
- Experienced IT Support in place
- Data is easily and securely accessible anywhere from the cloud
- A secure and fully retrievable backup service is in place

THE BENEFITS

- Reliable Microsoft Cloud based IT infrastructure
- Centralised, expert-led IT support
- Enriched customer experience
- Enhanced collaboration
- A scalable platform allowing growth

"Enhanced have delivered a migration project during a very difficult time and delivered this on time and within budget. This will give Biocleave a reliable IT system that is fit for purpose and enable the business to expand our services and grow. Any IT issue that cannot be dealt with in-house can now be escalated to the Enhanced IT Service Desk and dealt with professionally."

Nathan Fairhurst
Commercial Operations Manager, Biocleave