

Case Study: Independent Business Solutions (IDBS)

ISV SaaS Enablement

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THE BUSINESS NEEDS

Successful pharmaceutical research depends heavily on capturing and sharing scientific information. But deploying conventional IT solutions means significant infrastructure investment, administration costs and highly-skilled staff. Thanks to Quantix OraCloud, IDBS is able to provide its customers with a cost-effective hosting service which saves time, increases productivity and allows future expansion.

E-WorkBook is an electronic laboratory notebook for capturing, storing, searching and reporting on research data. According to Chris Molloy, VP Corporate Development, this versatile software allows secure data capture, collaboration, process insight and task management. As an enterprise-class solution, it also relies on an Oracle relational database.

INDUSTRY: ISV (Healthcare)
SERVICES: SaaS
Enablement

Founded in 1989, IDBS provides innovative data management and analytics solutions which help improve the business and scientific productivity of R&D organisations worldwide. It has offices in the UK, Europe, California, New Jersey, Australia and China. Customers include Pfizer, GSK and Roche.

“We believe that information is a capital asset of R&D organisations. E-WorkBook is a highly-scalable solution incorporating a great deal of security,” said Molloy.

When biopharmaceutical company Shire plc selected E-WorkBook to support collaborative research and development, finding a suitable IT platform was essential. As Shire didn’t want to run the software in-house, IDBS suggested external hosting.

To find the right hosting partner, IDBS approached several suppliers including Quantix. While scalability, security and guaranteed 24/7 service were vital, there was another consideration. “What was important for us was an in-depth understanding of the Oracle environment.”

THE SOLUTION

Quantix was quick to respond, helping to install an E-WorkBook test system on its OraCloud service for a thorough evaluation. OraCloud is fully-managed Oracle software as a service (SaaS), giving users access to Oracle technology on a resilient platform. IDBS also needed a supplier flexible enough to manage increasing demand while being responsive to its customer needs.

“We had a good response from Quantix in evaluating the platform and optimizing the environment so that it ran at peak performance. They showed a clear understanding of the technical and business issues while demonstrating the capability to deliver on time and on budget,” said Molloy.

Hosted E-WorkBook went live early in 2010. Quantix worked closely with IDBS to deliver a seamless implementation project, tightly mapping the application software to OraCloud. Molloy says it proved an “extremely good experience both for us and the customer”



THE BENEFITS

OraCloud now supports the E-WorkBook application software and an Oracle relational database. It eliminates the need for on-site IT platforms, provides highly-secure remote access and, most importantly, allows many external research collaborators to capture and process scientific information. Thanks to extensible computing power and flexible data storage, it's easy to add new users too.

“What Quantix have demonstrated is that the service they provide is robust, responsive and Oracle-aware. Quantix are a very responsible organisation,” said Molloy.

THE CLIENTS OPINION



We're extremely happy with the SaaS enablement service we've received from Quantix. Their unique infrastructure, proven expertise and wide ranging technical skills quickly solved our need to deliver cloud-based applications to clients via a cost-effective and reliable platform. We have been able to satisfy our customer demand for SaaS, whilst reducing our IT footprint and saving costs. Amongst many other things we chose Quantix due to their comprehensive expertise in supporting Oracle both inside and outside the Cloud”



LOOKING FORWARD

IDBS is now working on another project with Quantix involving a new hosted enterprise healthcare informatics platform for improving outcomes for thousands of cancer patients and accelerating the delivery of more personalized medicine. Molloy also believes there is significant market potential for further expansion of this platform as well as for other IDBS applications such as E-WorkBook and ActivityBase. Where collaborative research is concerned, using IDBS secure platforms in a hosted environment is the perfect answer.



WHO ARE QUANTIX?

Quantix is one of the UK's premier providers of Managed Cloud Services, Application Managed Services and Hosted Infrastructure Solutions for Enterprises and Independent Software Vendors – a true managed Cloud Services Provider.

Our secure, dependable platform and proven application expertise allows us to provision a wide portfolio of both hosted and on-premise application management services that can deliver considerable IT cost savings and de-risk technology investments. Through production-ready services such as Managed Application Hosting, Cloud-based Disaster Recovery, SaaS Enablement and Managed Messaging we are already delivering demonstrable competitive advantage to our clients.

Capitalising on experience gained through supporting over 250 managed services clients, as well as our top-tier relationships with best of breed vendors such as Oracle, Microsoft, Juniper and VMware, Quantix has created an enterprise grade Virtual Private Cloud platform that offers compelling SLAs and flexibility.

WHAT WE SUPPORT:

- Oracle Database 8i, 9i, 10g and 11g
- Oracle RAC
- Oracle Application Server
- Oracle E-Business Suite 10x, 11x, Oracle R12
- Microsoft SQL Server 6.5, 2000, 2005, 2008
- MySQL

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