









# CASE STUDY



## Support for global biopharmaceuticals manufacturer.

Northway Biotech is a leading Contract Development and Manufacturing Organization (CDMO) supporting worldwide customers located in Vilnius, Lithuania, EU.

 IMPLEMENTATION  May 2016  1000 work stations  Network  Inventory  Users  HelpDesk  DataGuard

### CHALLENGES:

- managing and controlling a large IT network
- effective protection of laboratory device computers and monitoring of local servers
- having real-time information about individual workstations as well as remote access to devices
- extended software for remote IT support

### ACHIEVED BENEFITS

- increased security levels of the company's infrastructure
- improved protection for laboratory devices due to blocking ports
- current information about outdated software and hardware, identifying areas to exchange equipment
- remote support and better priority management thanks to HelpDesk module

The needs of a company operating in the biotechnology industry are specific. Its highly experienced biochemistry, biology and bioprocess engineering staff can deliver projects at any stage, from cell line construction and process development to cGMP production of biopharmaceutical products.

### Deciding factors to implement Axence nVision® by NORTHWAY Biotech were:

- ✓ ability to get information from the network and control devices,
- ✓ ability to block ports and devices,
- ✓ functionalities of HelpDesk module (also to control priorities and to-do lists within the IT Department),
- ✓ capability to conduct an audit if and when necessary.

IT specialists in NORTHWAY Biotech also see benefits from fast and easy changing user's rights. Thanks to nVision software, the company's network has reliable protection in this area. Most importantly, the company is informed about outdated software and hardware.



*Axence nVision® software is stable, easy to use and user-friendly. After implementation, our company's infrastructure has been more secured.*

GIRMANTAS BOZA – IT ENGINEER