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NEW CLOUD PLATFORM
ACCELERATES INNOVATION OF CLINICAL TRIALS

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Industry-leading Clinical Research Organization

Clinical research organizations (CROs) partner with pharmaceutical and life sciences companies to conduct clinical trials. Visionary CROs aim to become global healthcare intelligence partners for the world's largest pharmaceutical companies. A market that was valued at $1.27 trillion in 2020.

Our CRO customer is a leading publicly traded organization that operates globally in close to 100 countries and employs nearly 20,000 people.

" **We have a vision for reinventing clinical trials. Now we have a cloud platform that is making our vision a reality.** "

VP of IT Operations, CRO

WHY CHANGE

- Too many siloed third-party systems and suppliers created unnecessary complexity and cost

- No central cloud platform to provide a foundation for innovation and delivery of new clinical trial programs

- New E5 enhancements to Microsoft 365 E3 would benefit from a more consolidated infrastructure and management

THE NEW REALITY

- Microsoft Azure Sentinel, Azure Log Analytics, Azure Monitor operationalized by Open Systems

- Essential services (compliance, data protection, and security) are now cloud-based and centralized

- Microsoft 365 E5 is optimized and delivering all its benefits

WHY IT'S BETTER

- Azure and Microsoft 365 provide the cloud platform needed to support innovation and new programs and clinical trials

- Compliance, data protection, and security are more comprehensive, transparent, easier to manage, and actionable

- Migrating and centralizing essential services to a cloud platform dramatically reduce costs by $2.5 million while streamlining operations

A CLOUD JOURNEY

This industry-leading CRO has a vision to become a global healthcare intelligence partner. They're building a new application platform to expand their business model to support virtual care delivery & decentralized clinical trials. The new platform and real-world data and information solutions will deliver differentiated, decentralized, and hybrid trial solutions to meet growing customer needs.

When the Chief Technology Officer took the reins, he knew he had his hands full. His IT team was spending all their time managing a patchwork of underpowered systems. While the company and demands on IT services grew – its systems and infrastructure didn't. And when public health is on the line, a patchwork of underpowered systems doesn't measure up. It was time for a change.

As they explored their options, three challenges became immediately apparent:

• Their existing infrastructure was comprised of several distributed systems and vendors that didn't interoperate. That meant operational visibility was hazy, data was difficult to correlate, and managing compliance, data production, and security was consuming too many resources.

• As a leading CRO, they strive to continually innovate, explore different techniques, and deliver new services, all of which require a cloud platform. Their fractured infrastructure wasn't cloud-based and had difficulty supporting their goals.

• Microsoft 365 E5 was a critical pillar in their strategy. It provided analytics, security, and compliance services. Microsoft 365 E5 was not optimized, which meant those services were underutilized.

They created a list of attributes they wanted from the new platform.

• All services needed to be provided by a well-integrated, cloud platform instead of many different systems and suppliers. The new platform would replace finger-pointing, poor integration, and management silos with a simple-to-manage, easy-to-support, and centralized solution.

• Similar to many CROs, they have a cloud-first vision for all their services and trial programs. They have offices worldwide, and their users are often mobile – working from home or within different medical facilities. Only a cloud platform would provide the required accessibility and easily reach, and service, all their sites and users regardless of where they work.

• Compliance and security log data needed to be insightful, actionable, and transparent to provide the necessary information to make decisions and take action.

• The platform needed to integrate seamlessly with Microsoft 365 and support a SIEM (security information and event management) service to enable the full functionality of E5.

"**Working hand-in-hand with our partner Open Systems, we implemented a new cloud reality for an industry-leading CRO using Microsoft Azure. This demonstrates how we can jointly help other healthcare providers in migrating to the cloud.**"

Michael Perriello, Account Director, US Health & Life Sciences, Microsoft

OUT WITH THE OLD – IN WITH THE CLOUD

They reviewed all the industry-leading cloud suppliers to find the best provider. Microsoft Azure met all of their criteria. They were also impressed by the commitment Microsoft demonstrated to ensure their solution not only met all the current requirements but would support them far into the future.

They also appreciated that Microsoft understood the value of operationalizing their technology and services. They were pleased when Open Systems was invited to help support implementation and provide additional insights.

Microsoft and Open Systems went to work. The team provided the CISO and their staff with a clear vision of what the IT team could expect. They demonstrated how Microsoft's 365 E5 and Azure Sentinel would work together to improve the company's overall compliance, data protection, and security posture. The Open Systems team also identified opportunities to replace monitoring tools with Azure Monitor and consolidate compliance and security data onto Azure Log Analytics, which would reduce the number of suppliers and lower costs.

$2.5 million annual saving by eliminating existing applications and unnecessary data centers.

To keep the cloud journey on track, Open Systems, together with Microsoft, performed a cloud readiness and economic assessment using the CRO's real-world costs. They were interested to learn that the Microsoft Azure implementation would result in substantial $2.5 million annual savings by eliminating existing applications and unnecessary data centers. Moreover, by optimizing Microsoft 365 E5, several existing tools could be replaced by E5 tools, resulting in annual savings of $400,000 and a further reduction of suppliers.

FULL CLOUD AHEAD

The CTO, CISO, and IT team have replaced a mishmash of solutions with an operationally efficient cloud platform.

All compliance, data protection, and security services are now cloud-based with Microsoft Azure Sentinel, Azure Log Analytics, and Azure Monitor. Microsoft 365 E5 is optimized, and the CRO is realizing all its benefits. The new platform supports them worldwide and ensures that services are uniformly applied and centrally managed. Administering all the services with the new platform is simpler, and the IT team has more time and resources available to focus on more strategic issues and plan for the future.

The CRO team is confident in the new platform and plans to use it to support next-generation clinical trial applications. It's now full cloud ahead for their vision to be 100% cloud-based and transform the clinical trial industry.