MANAGED IT SERVICES HELPS LIFE SCIENCES COMPANY MANAGE GROWTH DEMANDS

Overview
Egalet is a specialty pharmaceutical company that develops pain drugs that are tamper-resistant for patients with acute and chronic pain. Based in Wayne, Pennsylvania, with additional clinical research operations in Denmark, the company manufactures its own FDA-approved drugs, Arymo® ER, Sprix® and Oxaydo®. Egalet was a startup company only five years ago, but after meeting significant growth goals to support commercialization, the company currently has over 130 employees.

Background
Pharmaceutical companies face several specific challenges through the various stages of development and growth. In Egalet’s case, the company had aggressive timelines and goals, and doubled in size when it brought on a large sales force.

At that point, Egalet began looking for a new managed IT services provider that could be strategic and could service its evolving needs. The company sought a provider that could help grow the business and manage technology so internal personnel could focus more on the business.

Project
RSM was referred to Egalet, and a discussion began about the company’s challenges. Those discussions culminated in Egalet choosing RSM to help develop and manage the company’s IT strategy and investments moving forward.

As the company’s needs expanded, the RSM managed services team recommended ways that Egalet could more effectively manage its technology spending. Egalet was spending a significant amount of money for consulting and on-site resources, so RSM suggested that the company hire an internal IT coordinator. The internal resource could handle day-to-day operations, while Egalet would leverage RSM for larger projects, including engineering and IT security, and 24/7 help desk services.

Following a search, RSM helped select David Jablonski, a skilled and experienced technology professional, as Egalet’s new IT and operations manager. Jablonski has driven Egalet’s technology strategies while working together with RSM to manage several initiatives that are critical for growth.

“RSM helped me construct a secure, robust and scalable enterprise. I have always relied on RSM’s understanding of the various options that exist for a given solution. They advise me based on their experience and help me make choices.”

David Jablonski, IT and Operations Manager, Egalet
For example, RSM helped Egalet build a technology foundation that could scale with expected growth. The RSM team worked with Jablonski to develop an IT road map for the first 18 months, managing Egalet’s IT investments and processes.

“The RSM help desk is aware of our technology solutions and supports all of them,” said Jablonski. “That is essential because we have over 130 employees and managing and administering the individual accounts is a large workload and difficult to handle alone. They have been instrumental in our success.”

At the end of the original 18-month road map, Egalet’s chief financial officer requested a status check of where the company’s technology investments stood, and where they needed to be for the next two years of growth and expansion. In response, RSM initiated a Rapid Assessment®, interviewing Egalet operations and finance personnel, focusing specifically on IT and controls. With growth, Egalet faces new regulatory challenges, and the RSM team helped the company put controls in place to comply with regulations, including the Code of Federal Regulations, 21, Part 11.

In addition, as a result of the Rapid Assessment findings, RSM provides chief information officer advisory services to Egalet, helping the company develop and follow a road map for go-to-market activities as the company grows. This support included establishing cloud-based web servers in Microsoft Azure to support Egalet’s financial system, with separate instances for the United States and Denmark.

“I can’t be hands on with everything, there just is not enough time in the day,” said Jablonski. “That’s what we use RSM for, and I am exceptionally happy with their solutions.”

RSM helped Egalet’s IT team deploy Microsoft Office 365 for its new national salesforce without adding any additional IT staff. The RSM team also implemented the AirWatch mobile device management solution to provide consistent management and security for sales representative’s iPads. With this support, internal IT staff could focus on supporting the IT environment rather than setting up more than 90 new users.

“Ultimately, RSM saves us money,” said Jablonski. “If I were to hire someone, that person would not be able to provide the range of experience that RSM has. I need a company that has the knowledge to suggest solutions that fit what we are trying to accomplish, and RSM does that. In addition, I also have access to the depth of engineering and application development that RSM offers.”

Outcomes

With significant recent expansion and continued growth plans, Egalet required a managed IT services provider that understood its business and how to establish an IT foundation for success. RSM’s extensive life sciences industry knowledge, resources and technical ability have provided the company with an overarching technology strategy that effectively aligns organizational goals with technology solutions. Egalet’s internal resources can focus on strategic decision-making, while RSM can help create and manage an innovative IT framework.

Key benefits of RSM’s relationship with Egalet include:

- Integrating in-depth strategic knowledge of life sciences and how technology can support growth
- Implementing security and controls that align with regulatory demands
- Creating a scalable IT solution that can adjust with the growth or compliance needs of the business
- Providing infrastructure support to roll out various cloud applications including AirWatch and Microsoft solutions
- Enabling rapid accessibility to experienced technology resources