



OPERATIONS AND CONTINUOUS IMPROVEMENT

Selecting an IT Strategic Partner for a Gene Therapy Company

THE NEED

A start-up, gene therapy company had seven vendors providing various pieces of IT services to meet the needs of their growing organization. The client wanted to optimize and consolidate IT services while also developing a strategic partnership with an IT provider.

THE APPROACH

- The Primecore team started by authoring a charter for the engagement and gathering user requirements from all key stakeholders and leaders in the organization.
- A structured approach was used to identify potential partners in the domains of end user services (service desk and help desk), infrastructure services, and cybersecurity. The approach followed included primary technology research, interviews with client SMEs, and discussions with IT leaders from similar companies.
- An RFP was then generated using Primecore's standard template but modifying it to fit this specific situation.
- Partner selection followed Primecore's standard approach including a multi-step interview process and detailed, weighted scoring to evaluate each potential provider.
- Once the selection had been made, the Primecore team led the transition from the current vendors to the new strategic partner with appropriate governance and input from the client's IT leadership team during the transition.

THE SOLUTION

Primecore followed its standard approach for partner selection and the client enjoyed the benefits of this systematic methodology. The actual services required were reduced from previously thought and the appropriate partner was selected to manage all the IT services required. The single partner streamlined internal management of IT and allowed the client to use its resources more efficiently.



THE RESULTS

- *During the analysis phase, the team was able to adjust to changing requirements from the client leadership and reduced the scope to better meet the client's IT needs.*
- *A strategic partner was identified and on-boarded with the aid of the incumbent vendors.*
- *In addition to the internal effort saved by consolidation to a single vendor, the client enjoyed 10% annual cost savings on IT services.*

