



CASE STUDY

Global pharmaceutical company modernizes workforce

Avanade delivers Azure, Microsoft Office 365 and mobility management for seamless, secure collaboration

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Intro:

Pharmaceutical companies are looking to heal legacy communication pains and heavy operational headaches. Thankfully, the treatment — a modern workforce supported by the cloud — is a powerful and effective remedy, once prescribed.

Situation:

Anytime, anywhere mobility wanted

Our client is a leading pharmaceutical company, developing, manufacturing and marketing pharmaceuticals in more than 100 countries with 5,000 employees. The company was seeking to create an optimized, market competitive communications platform to improve collaboration among its global business partners and sales teams. Specifically, it wanted to reduce operational costs, while leveraging a platform to deliver worker flexibility and “anytime, anywhere” mobility.

Solution:

The pharmaceutical maker selected Avanade as partner thanks to our existing relationship and experience in the industry. After working to define its needs and design a solution adhering to best practices and industry standards, we set out to deliver:

- **Modern cloud collaboration:** Microsoft Office 365 for Outlook Online, OneDrive cloud storage, Skype for Business, Teams and SharePoint Online, plus more than 10 interactive Surface Hubs.
- **Cutting-edge security and management:** Migration to robust Microsoft Windows 10 and implementing Microsoft Intune management for mobile devices and SCCM.
- **Operational efficiency and stability:** Microsoft Azure-hosted infrastructures across Europe, Asia and the U.S., plus shared storage on OneDrive.

Change management was a built-in focus during every step of the delivery process, ensuring strong adoption and the fastest return on value possible.

Results:

Today, this pharmaceutical company enjoys a healthy, modernized workforce.

The cloud communication tools are making it easier and faster to collaborate with business partners, both internally and externally. Proper training ensured executives and end-workers adopted to their new tools, early and with ease.

Meanwhile, mobility management and system upgrades are ensuring a secure and reliable bedrock for “anytime, anywhere” access for internal and external partners. And IT has aligned its costs to industry benchmarks while simplifying ongoing management.

The company’s “all in approach” to Microsoft Office 365 and Azure ensures it will continue to grow fluidly as the business does, giving workers the tools needed to thrive and adapt in a modern digital world.



About Avanade

Avanade is the leading provider of innovative digital and cloud-enabling services, business solutions and design-led experiences, delivered through the power of people and the Microsoft ecosystem. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation and has 30,000 professionals in 24 countries. Visit us at www.avanade.com

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