



Proligo

"We were interested in developing a strong partnership with a hosting provider that went beyond a vendor agreement. World Technology Services affords us the expertise and personalized service that long-term relationships are built upon. Their solution is powered by Citrix MetaFrame, ensuring scalability and reliable system uptime for our mission-critical applications."

— Lynn Bingham, director of Information Technology, Proligo

ASP Solution Detail

Industry

- Biotechnology

Applications Hosted

- J.D. Edwards OneWorld for finance, process manufacturing and supply chain management
- Siebel Systems Mid-Market Edition 2000 for CRM and sales force automation

Business Challenge

- Required 24x7 global support
- Wanted to focus capital on core business requirements
- Needed immediate IT infrastructure and expertise to fast-track ERP implementation

Business Results

- Scalable IT infrastructure
- Secure and reliable system
- Global Enterprise System with a centralized database

Service Provider

World Technology Services
1000 Dexter Avenue North, Suite 502
Seattle, WA 98109-3574
Tel. – 206.436.3300
www.wtservices.com

About Citrix® MetaFrame®

Citrix® MetaFrame® application server software is enabling organizations to extend the "virtual workplace" everywhere by providing secure, reliable access to applications and information on any device or network connection from any location. Citrix MetaFrame extends the functionality of Microsoft® Windows® 2000 Servers and Windows NT® Server 4.0, Terminal Server Edition, as well as UNIX® Operating Systems. It provides enterprise management and Web-enablement of applications via Citrix NFuse™ portal server software and flexible access to applications via the full Net — LANs, WANs, Internet, intranets and extranets.

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Company

Proligo is an international biotechnology company based in Boulder, Colorado, and Hamburg, Germany. As a leader in nucleic acid chemistry and DNA research, Proligo manufactures and supplies key raw materials that fuel the much-publicized "Genomics Revolution."

Challenge

To advance their pace with the growing biotechnology industry, Proligo sought to invest in a world-class enterprise system including the J.D. Edwards OneWorld and Siebel eBusiness applications. "To lead our competition, we wanted to improve efficiencies in our global operations and customer relations management processes," said Lynn Bingham, director of Information Technology at Proligo. "We chose to deploy J.D. Edwards OneWorld and Siebel to support these initiatives, but needed to avoid costly upfront IT expenditures that would impact our investments in areas of product research and development."

The limited pool of skilled IT talent available in the market place would have made it difficult for Proligo to manage an enterprise software implementation on a global scale. "Our ability to quickly attract and build a highly skilled technology staff to support a fast track implementation was a challenge," explained Bingham.

After assessing the risks of deploying the applications in-house, Proligo decided to outsource its software requirements to a hosting provider. "Our IT expansion requirements were fairly complex; it was clear that we needed outside expertise to quickly integrate J.D. Edwards and Siebel with our current infrastructure," said Bingham.

Solution

Proligo found the partner they sought in World Technology Services (WTS), a Citrix iBusiness Service Provider. For a set monthly fee, WTS provides application hosting services, 24-hour technical support, and wide area connectivity and management for Proligo's offices in Boulder, Colorado and Hamburg, Germany. Proligo's enterprise system consists of J.D. Edwards OneWorld for finance, process manufacturing, and supply chain management, as well as Siebel Systems Mid-market Edition 2000 for customer relationship management and sales force automation.

Proligo's applications are deployed from WTS's secure data center using Citrix® MetaFrame® application server software. More than 75 of Proligo's employees access the applications remotely over dedicated connections with a standard Web browser.

Benefits

Using WTS's Citrix-powered hosting solution for nearly one year, Proligo has realized true benefits in system security and system scalability. "WTS's disaster recovery system gives us complete confidence that our data is as secure as is possible," says Bingham. "And, with Citrix MetaFrame application server software, we can quickly add new users, ensuring our business applications are available to our employees from day one."

Partnering with WTS also reduced both the high cost and IT staffing issues that Proligo faced deploying the applications internally. "We've avoided higher annual IT salary costs by using WTS as an extension of our own IT department," said Bingham. "And, their hosting service has allowed us to take advantage of their extensive JD Edwards expertise."

Bingham added that the relationship with WTS has definitely exceeded Proligo's expectations. WTS's hosting solution has provided Proligo with a world-class application infrastructure, positioning the company for rapid growth in the biotechnology industry.

"WTS's Citrix-enabled hosting solution has eased the workload on our professional IT staff, allowing them to focus on industry specific technology issues. Ongoing system and application management ensures we have reliable uptime and access to the most cutting-edge applications."

—Lynn Bingham, director of Information Technology, Proligo