



## WTS

*Proligo finds reliable around-the-clock enterprise solution for global IT needs*

### SOLUTION OVERVIEW

#### **The Challenge: A cost-effective and secure global enterprise solution**

Not only is Proligo on the frontier of genetic science, but the research and discovery that comprises their underlying work can potentially improve the quality of life for millions of people. When it comes to mission-critical IT systems, there is no room for downtime. Security and reliability are everything.

“Our business is growing at a very rapid pace and we were without the immediate resources and technology necessary to provide 24x7 support, information security, and solid disaster recovery,” says Lynn Bingham, Proligo’s former director of Information Technology. “We were challenged to expand our IT infrastructure quickly in order to support a globally integrated, world-class enterprise system. But, at the same time, we needed to avoid the upfront capital expenses so we could apply these resources to other areas of our business expansion.”

The executive management team soon realized the only way Proligo could achieve both goals was by outsourcing with an application service provider (ASP). Says Bingham, “Our IT expansion needs were fairly complex; it was clear that we needed outside expertise in order to integrate with our current infrastructure and get our EnterpriseOne system up and running quickly.” In all, Proligo’s enterprise system consists of PeopleSoft EnterpriseOne for finance, process manufacturing, advanced planning and supply chain management, as well as applications for customer relationship management and sales force automation.

Besides the technical benefits, outsourcing was also attractive from a human resources viewpoint. Proligo was facing the same staffing conundrum that plagues so many companies: While enterprise expansion is a key component of overall business growth, the limited pool of skilled IT talent continues to make it difficult to create and maintain a complete IT department.

#### **Industry**

Life Sciences

#### **Company Profile**

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 fueling the much-publicized “Genomics Revolution.”

#### **Situation**

As a young, global company, Proligo needed around-the-clock support with solid security, back-ups, and disaster recovery processes to support their new enterprise system without making a large capital investment.

#### **Solution**

WTS to host PeopleSoft EnterpriseOne with integrated supply chain and customer relationship management products for Proligo.

## WTS SOLUTION: 24X7 SUPPORT, WITH SOLID SECURITY, BACKUP SYSTEMS, AND DISASTER RECOVERY PLANS FOR A PREDICTABLE MONTHLY FEE

Partnering with WTS eliminated both the capital investment and IT staffing issues that were facing Prologo. For a set monthly fee based on number of users, WTS provides application hosting services, 24-hour technical support, and wide area connectivity and management for the Prologo offices in Boulder, Colorado, and Hamburg, Germany.

The biggest issue for Prologo in turning over control of its enterprise systems to an ASP surrounded security of the systems and data. Before signing with WTS, the company wanted the assurance of a planned and secure system to retrieve their data in the event of a disaster—and was pleased with WTS's response. "WTS took the time to review their recovery system with us and we feel comfortable with the policies and procedures in place. They have been very willing to provide us with information to address our concerns," says Bingham. "It's the kind of vendor relationship that inspires confidence and trust."

Bingham added that the relationship with WTS has far exceeded Prologo's expectations, largely due to the excellent communication between the two companies. "With WTS, the ASP model operates as an extension of our own IT department rather than simply an outsourcing vendor," she explains. "It's been apparent the WTS staff considers it their job to help us succeed in our business."



### WHY WTS?

One true measure of success for any service provider is the amount of trust they inspire in customers; WTS takes great pride in the high confidence level its customers consistently report.

After evaluating both WTS and other large outsourcing vendors, Bingham was sold on WTS's ability to deliver a truly first-class PeopleSoft solution. Not only did the software applications that PeopleSoft offered meet the needs of Prologo, but Bingham was impressed with the depth of expertise offered by WTS and their strong relationship with PeopleSoft. WTS, the first PeopleSoft ASP, focuses solely on PeopleSoft solutions and complementary applications. Additionally, PeopleSoft holds an equity investment in WTS, furthering the strong relationship between the two companies.

"We were interested in developing a long-term relationship with an ASP, not just a vendor agreement," says Bingham. "With WTS, we have realized the expertise and personalized service that long-term relationships are built upon."



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