

High-Tech, High-Touch Healthcare Company Finds the Right Formula for System Support

Managing data on a day-to-day basis is a critical focus for this global biopharmaceutical company that focuses on the discovery, development and commercialization of products for the treatment of cancer and other severe, immune inflammatory conditions.

To keep their departmental reporting moving forward, the company needed to leverage SAP BusinessObjects in a flexible cloud environment such as Amazon Web Services (AWS). And to consolidate support resources, they required both BusinessObjects-related hardware and software solutions and a support organization to assist in their critical reporting needs.

The company looked to Protiviti, the sole provider for SAP BusinessObjects on the AWS Marketplace, to deliver a low-cost yet agile solution. The company leveraged Protiviti's Premium Plus support, putting in place a complete system ranging from support tickets to upgrades, to system management and more. The company has direct access to Protiviti's AWS support team, including certified SAP BusinessObjects and AWS resources, as well as access to upgrades, monitoring and monthly reporting of the system environments.

The company's development and user communities have embraced the active monitoring Protiviti provides. With Protiviti's ongoing support, the company is confident their SAP BusinessObjects system is up to date and secure and the system environment demonstrates high availability levels.