

**Technology Solution: Server Based Computing, Outsourced Hosting, and Help Desk.**

**Industry: Health Care and Wellness**

**The Challenge:**

Design a technology environment and new data center to allow for the client to migrate infrastructure, data, and applications away from a previous corporate structure. In addition, provide strategic nationwide US based support to a diverse non-technical end user population.

**The Client:**

Phadia developed and introduced the first generation of *in vitro* allergy testing in the early 1970's, and set the allergen code nomenclature standard. They strive to continuously bring innovation and expertise to the arena of allergy disease and diagnostics. Phadia's worldwide recognized ImmunoCAP products are the result of our thirty years of chemistry and instrument development.

Allergy and diseases caused or complicated by allergy, such as asthma, or diseases with symptoms which mimic allergy, are among the most widespread and costly health problems in the world. Phadia AB has made testing for allergy safe, simple, and accurate with innovative technology that puts the most advanced blood test systems into laboratories of every size, including those in physician offices.

Phadia AB is leading the world in IgE Innovation. For the last 30 years, Phadia has pioneered specific IgE blood testing to provide inspired, innovative allergy diagnostic solutions for laboratories around the world.

Today, their ImmunoCAP technology is transforming how, why, and when specific IgE blood testing is done, and creating unprecedented levels of demand for your allergy diagnostic services.

Phadia helps labs and physicians stay on top of today's demand for specific IgE - and deliver new opportunities for growth in labs tomorrow. Their customers leverage peak potential with specific IgE testing, automation and business growth solutions from Phadia AB.

**The Solution:**

Trivalent designed and implemented a complete technology infrastructure solution, including connectivity solutions to allow secure access to applications and data for both US based users as well as the parent companies technology team located in Sweden. The IT infrastructure has to be completely designed and built from scratch to support an initiative to separate the technology and data from the previous parent company.



**Pharmaceuticals**

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Trivalent maintains this system providing the onsite technical “arms and legs” for the Sweden based technology team of the new parent entity. The Trivalent Group Service Desk supports nearly a hundred remote users on a 24 by 7 basis from Trivalent’s state of the art network operations center (NOC) in Grandville, MI.

This paired with our blended care FTE support team gives the client flexible, proactive support heading off many issues before they adversely affect the end users or their clients.

**Results:**

Trivalent meets with the client through our regular Stewardship process to review the key items leading to more successful IT solutions for immediate needs as well as strategic direction to support future of the organization. After many years, Trivalent and Phadia continue to develop technology and support solutions which enable Phadia’s end users continual secure access to corporate applications and data.

In addition, the Phadia is able to realize the following key benefits:

- 24x7 Technical Support
- Quick integration of newly acquired organizations or new end users
- Flexible staffing through our co-source model – access to the right expertise at the right time for a single monthly fee
- Reduced costs
- Increase productivity of end users through strict SLAs and resulting first call resolutions

In summary, this client is able to achieve its business objectives through the implementation of Trivalent’s managed co-source support model. This has allowed them to focus on their business practices, and not on IT, to further enable them to be a leader in the pharmaceutical industry.



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