

CREATING A ROADMAP FOR SUCCESS:

How Azzur Stepped in as CIO, CTO, & PMO

In 2019, a spin-off cellular medicine innovator found itself in a bind: scaling up and out with a new manufacturing facility to serve a highly competitive market with a lack of IT leadership and a heavy load of big company IT infrastructure. In order to meet current needs of the organization, as well as grow at the trajectory needed to remain competitive and secure, the manufacturer turned to Azzur Group for support.

From day one, Azzur collaborated with the manufacturer to set the course for success. The incline was steep: a shared drive of thousands of technical artifacts was all that remained from institutional knowledge; there was no design for forward-looking IT infrastructure; the schedule for rolling consolidation from four facilities to one was unstable, and the target for being compliant in the new facility was Day 1. Azzur's team of experts supported roles typically held by the Program Management Organization (PMO), the Chief Information Officer (CIO), the Chief Technology Officer (CTO), developing the future vision for Day One operations at their new facility and the high-level plans for Year One, Year Two, and Year Three.

After instituting IT operations with a path for two years out, Azzur provided a “qualify once - add many” device strategy to accommodate the physical construction and lack of governance maturity regarding the network and equipment. Qualification and Computer System Validation templates, Standard Operating Procedures (SOPs), and detailed plans, were provided all while working in an environment of daily change in the time of COVID-19.

Azzur built an extensive roadmap, defining models, budgets, and timelines for the Enterprise IT organization.

When it came to staffing, Azzur provided on-demand, domain-centric business technologists to fill in the gaps. In addition, future staffing needs were planned for both insourcing and outsourcing, including the mentoring of internal staff to transition into new roles.

By aligning the IT, Quality, Research, and Enterprise goals, Azzur set specific, measurable, achievable, realistic, and timely goals with planned quarterly milestones that allowed for necessary changes to be completed in a controlled and compliant manner.



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Tuned to the strategy and roadmap, the Azzur team implemented portions of the workstreams established:

- NETWORK DESIGN
- VIRTUAL LOCAL AREA NETWORK (VLAN) PLAN & CONFIGURATION
- SERVER ROOM DESIGN AND IMPLEMENTATION
- TESTING
- LAUNCH
- ON-GOING GO-LIVE SUPPORT

Finally, Azzur managed the validation and qualification of the aforementioned designs, as well as the validation program that allowed the client to scale out compliantly.

THE END RESULT

The client site commissioned with an IT organization, live validated network, compliance documentation, and a plan for continued success. For the first time, the client is operating on a validated network. With a high demand for flexibility, Azzur executed for more than a year without a single change order, consistently under budget, and on time.



The Challenge

Cellular medicine innovator commissioning a new manufacturing site with a total lack of institutional knowledge, undesigned IT infrastructure and qualification, and an unknown future state.



The Team

Azzur IT Advisory Services
Azzur Technology Consulting Services



The Solution

IT organization, PMO, and GxP-compliant validation and qualification roadmap.



The Impact

The client site commissioned with an IT organization, live validated network, compliance documentation, and a plan for continued success.