



COLORCON

Growing Pharmaceutical Supplier Improves File Transfer Speed and User Experience With help from valued partner Teneo

As a large supplier for the pharmaceutical industry, Colorcon is a world leader in the development, supply and technical support of formulated film coating systems, modified release technologies, and functional excipients for the pharmaceutical and nutritional industries.

Their best-in-class products and technologies are complemented by value-added services, which support all phases of solid oral dose design and development. The Colorcon Global Regulatory Affairs division supports its customers in the pharmaceutical and food industry to meet regulatory requirements in their target markets, around the world.

THE CHALLENGE: GROWING PAINS

Colorcon provides critical products, services, and documentation support to its customers that must be delivered accurately and on time. Any delays or missteps in production can cause ripples throughout their customers' supply chains. Therefore, it is important that Colorcon's systems are reliable and agile enough to handle growth.

Colorcon is growing fast – especially in key emerging markets around the world. In the past, as expansions occurred, the company's main datacenter in Pennsylvania was affected by the increased load. Speed and performance levels, for example, dropped after a recent

expansion, and users were experiencing file transfer problems and longer page load times.

Colorcon's enterprise applications weren't performing as well as required during peak times. Something needed to be done to improve file transfers and the overall user experience, before service-level agreements (SLAs) were missed and customer service began to suffer.

THE SOLUTION: STEELAPP FOR APPLICATION VISIBILITY AND CONTROL

Colorcon went immediately to Teneo.

 *“When we have technology needs our first point of contact is Teneo,”*

said Geoff Pieninck, Director of Global Information Technology at Colorcon.

Colorcon had been using SteelHead™, Riverbed's network optimization solution, for more than three years and was completely satisfied with the product and the Riverbed brand. Still, for its current situation, Colorcon evaluated several top-rated load-balancing products. “This was a large purchase for us,” Pieninck said.

INDUSTRY

- Pharmaceuticals

CHALLENGE

- Office expansions impacted data center loads
- Speed and performance levels dropped
- File transfer and user experience problems
- Long page load times

SOLUTION

- Riverbed Steelhead™ and SteelApp

BENEFITS

- Enabled reliable and secure application delivery to users
- Gave more visibility into application performance
- Greatly improved speed and productivity by 75%
- System performance resulted in less impact on Oracle environment and file transfers
- Improved user experience

Choosing the right solution at the right price point was critical.

Colorcon selected Riverbed SteelApp (formerly Stingray). SteelApp controls traffic to and from applications, enabling reliable, secure application delivery to users, wherever they are. Colorcon is utilizing SteelApp to deliver applications in every one of its 25 locations across the world.

SteelApp gives Colorcon more visibility into application performance and availability helping the DBIA team provide the best possible user experience.

Colorcon also deployed SteelHead Mobile, which optimizes enterprise mobility applications on laptops, tablets and remote desktops to improve speed and productivity.

Teneo has been installing Riverbed solutions for clients since 2004, and is a Riverbed Elite partner. All of Teneo's sales and support team is fully trained on the entire Riverbed solution portfolio, which makes the evaluation, purchasing, deployment and maintenance processes easier.

"Teneo was very helpful during the evaluation process, and after we made our decision. It's the personal aspect, and the level of diligence that makes Teneo great," Pieninck said.

THE BENEFITS: READY TO GROW

Since adding SteelHead, file transfer speed has improved for Colorcon across the globe by as much as 75%. System performance is better, and there is less impact on the Oracle environment and file transfers.

In addition, mobile employees no longer have to contend with inconsistent connections or slow uploads. The user experience has improved and Colorcon is poised for continued growth.

In summary, Pieninck added,

"We can buy products anywhere. It's the intangibles – the support, presales and post-sales engagement we look for in a partner. Teneo has excellent customer service and knowledgeable people. That's why we choose them."

ABOUT TENEO

We're a Specialist Integrator of Next-Generation Technology, offering global organizations the strongest mix of optimization solutions for networks, security, storage and applications. We design our solutions by understanding through consultancy and delivering through managed services.

Passionate about what we do, Teneo is the spark that ignites a new approach to technology. We're catalysts, speeding up change and accelerating growth. We're specialists who bring expert technical knowledge and solid commercial understanding that combined, helps our customers to think differently, opening up minds to new possibilities.

Improved user experience has reduced employee frustration



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