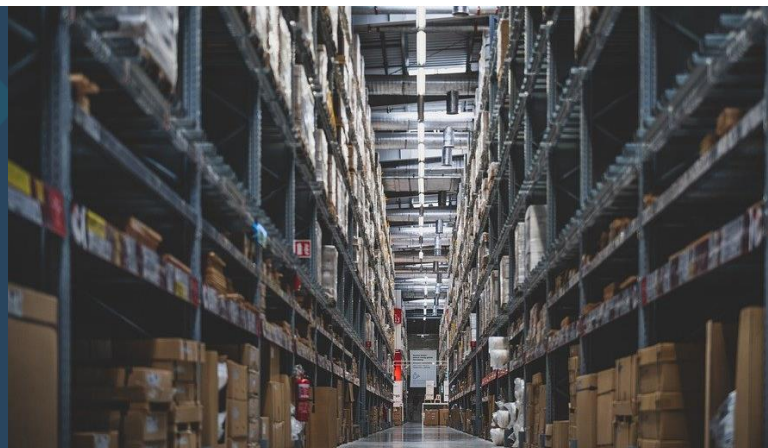


Manufacturer improves efficiencies and reduces risk with managed IT services.



The Company

Located in America's heartland, OctoChem puts its global network to work for its clients. The south-central Illinois company has become "the leader in sample fulfillment services worldwide."

OctoChem was founded in 1995 and has been designing customized sample fulfillment solutions for over 20 years. They have become a market leader in providing services that improve efficiency, reduce risk, and deliver a competitive advantage for their clients.

The company utilizes continuous process improvement (CPI) to achieve high quality results. OctoChem credits its success to the relationships they build with each client.

"We crippled our growth by holding off on better IT support."

Mark Langston,
President of OctoChem

The Challenge

After being in business for over 20 years, OctoChem "has grown exponentially" in the past few years, according to Denny Grant, the company's general manager.

Mark Langston, OctoChem's president, recalls the technology struggles brought about by rapid expansion. "We outgrew our legacy systems and resources quickly. Our physical technology in the building – servers, network software – we just outgrew it, and we did it very quickly." The company's growth coincided with another challenge: "At the same time, we lost out in-house employee who had supported our IT needs for years."

After sharing that background, Mark reconsiders. "Technically, we outgrew our internal IT resources three years before all of that happened. As far as I'm concerned, we crippled our growth by holding off on better IT support. The position grew beyond our internal resources – we didn't recognize that early enough."

For a while, "we were spending all our time trying to recover from infrastructure problems. We created some customer dissatisfaction," according to Denny. "It was a tremendous amount of downtime. Our systems were literally crashing on a daily basis, sometimes multiple times, which affected our ability to receive and process orders. This all went on for a few months before we were able to get stabilized."

Mark and Denny are both convinced OctoChem suffered an economic impact, but the company's circumstances made it difficult to measure the loss. "As this was going on, our business was growing rapidly," Mark recalls. "What we did lose was probably hidden because of our growth – we didn't realize the extent of it."

Mark remembers the effect on OctoChem's payroll. "The amount of overtime we were running was unprecedented. We have 130,000 square feet of warehouse and we were blindly looking for things." Denny agreed: "I was working seven days a week, 12 to 16 hours a day for several months. It was very discouraging for people."

"We had a huge challenge to keep staff from thinking this was a sinking ship," Mark explained. "It wasn't sinking – we were just running out of fingers to plug all the holes."

The Solution

OctoChem markets to chemical and biotechnology companies, advising clients that an outsourced solution may be more efficient than adding in-house staff. That perspective made the concept of managed IT services relatable when OctoChem had to consider its own challenge.

"Realistically, we should have done it three or four years earlier than we did," Mark Langston recalls of the decision to find a technology partner. "We finally hit the wall and it took about three months to make the decision and choose our vendor."

Mark recalls contacting NetGain Technologies. "I was the perfect customer. They kept telling me why I needed to outsource, and I kept telling them, 'I know.'"

When OctoChem signed on as a member of Technology OneSource managed IT services, the NetGain team immediately began evaluating the manufacturer's infrastructure to ensure a clean transition.

Mark attributes much of their satisfaction to meeting the NetGain team during the onboarding phase. "Not only does NetGain assign a field tech to your account, they also look at the culture of the business and choose someone who will fit and work well."

The Outcomes

OctoChem has fully transitioned to outsourced IT under NetGain's Technology OneSource model. The manufacturer replaced the legacy systems that caused Mark and Denny headaches during the company's period of rapid growth, utilizing scalable IT resources to better handle short- and long-term growth.

Technology OneSource engineers provide 24/7 support for OctoChem's IT environment with proactive technology management, network administration, reactive support services, and periodic business reviews. Proactive services include around-the-clock network monitoring, server updates, hardware maintenance, and data backups. Technology OneSource support also provides dedicated network administrators for software and license management, monthly reporting, as well as vendor management.

When hardware or software does not work as expected, a customer support team is always ready to step in. The network operations center (NOC) at NetGain Technologies features live help desk engineers who resolve most issues remotely. On-site support is also included in the Technology OneSource program for user changes and moves, or for hardware and networking support that cannot be serviced remotely. OctoChem end users contact reactive support engineers by phone, email, and a proprietary customer portal.

Mark claims the periodic business reviews are what sets Technology OneSource apart from other IT service providers. "I like the methodology. I like the quarterly reviews so we know what NetGain feels our current priorities are. We have input into those priorities, what we should be working on. [Business reviews] give us an additional comfort level, knowing someone's contributing directly instead of 100% remote. If NetGain had been just a NOC or a helpdesk service, I know I would not be nearly as satisfied."

"I told them I want to be able to sleep at night again, not wondering whether we'll be functioning in the morning... the 5am emails about a system down have gone away."

Denny Grant,
General Manager
at OctoChem

Contact NetGain Technologies Today to Learn How Managed IT Services can Transform Your Business!

About NetGain Technologies

Headquartered in Lexington, KY, NetGain Technologies monitors and maintains the systems and networks of businesses all across the South and Central US. NetGain's managed services allow companies to grow and expand through optimized technology solutions. Staffed by 100 engineers who hold over 300 technical certifications, NetGain supports clients across the technology spectrum and is SOC 2-certified, to assure confidentiality, privacy, and security.