

A CASE STUDY FOR:

CELERION

CELERION RAISES EFFICIENCY, LOWERS THE BOTTOM LINE

Clinical expert successfully adopts SharePoint Server Hosting at Rackspace.

BUSINESS

Celerion is a leading global healthcare clinical research organization.

CHALLENGES

Improve infrastructure and add value for the business without significantly increasing IT cost.

SOLUTION

Rackspace Managed Public and Private Cloud Services, SharePoint Server Hosting at Rackspace

OUTCOME

Increased focus on core development and efficient use of resources; more flexible infrastructure, access to expertise, and lower cost.





Celerion, a leader in early clinical research, delivers Applied Translational Medicine. Headquartered in Lincoln, Nebraska, the company applies expertise to research discoveries, knowledge of drug effect, and clinical pharmacology.

Conceived over 50 years ago as a family business Celerion maintains locations in Philadelphia, Phoenix, and Richmond, Virginia, as well as abroad in Belfast, Zurich, Vienna, Berlin, Paris and Montreal.

"Celerion helps clients bring drugs to market faster, at the best possible cost," said Traci Chapek, Celerion Executive Director for Global IT. "We achieve this using state-of-the-art software applications that capture data quickly, correctly and enable real-time results for clients to review. If results aren't as expected, clients can elect to halt testing and avoid further costs as soon as possible.

With more than 600 global clinic beds Celerion conducts and analyzes a wide variety of clinical pharmacology studies. The company provides expertise in simulation, study design, medical writing (protocols and reports), clinical data sciences, biostatistics, and more.

REVITALIZED TECHNOLOGY

After its divestiture in 2010, Celerion revamped many internal processes, including IT. Through this revitalization, the company was able to interview and evaluate providers.

"We are not an IT shop; we do clinical research," said Chapek. "We wanted to reduce capital expenditure, and avoid the challenges of an in-house data center. Rackspace quickly floated to the top of our choices. We started with just a few servers hosted in a Rackspace environment."

"We deal with medical records and personal information, so our 'raw data' is our lifeline," said Matt Hermanson, Celerion Enterprise Infrastructure Manager. "From a security perspective, Rackspace has helped us by providing solid expertise and saying to us, 'People in your space are doing 'X,' so here's something that we would recommend.' Or they'll say, 'Here are areas where you may be falling short; did you know there's a deficiency?' We're a small staff, and it's important to have additional sets of eyes and ears to help us.

"OUR CORE COMPETENCY IS CLINICAL RESEARCH, SO IT'S NICE TO LET RACKSPACE EXPERTS ASSIST WITH THE IT SIDE, KEEP US INFORMED, SEEK OUR INPUT AND LET US SLEEP AT NIGHT."

TRACI CHAPEK :: Celerion Executive Director for Global IT

“OUR STAFF IS SMALL AND SHAREPOINT® IS A MAJOR PART OF OUR OPERATING MODEL, SO IT’S NICE TO HAVE RACKSPACE TO PULL IN.”

MATT HERMANSON :: Celerion Enterprise Infrastructure Manager

Celerion has since added many more servers, and its core applications run out of the Rackspace environment.

“We’re doing a lot more with Rackspace Managed Services,” said Chapek. “Rackspace helped us set up portions of our client portal and helps support us in that environment.”

Since Celerion has been working with Rackspace, its uptime is “nearly, if not, 100%” according to Chapek. “We just don’t hear those pains from the business anymore, and today we’re able to focus on better value-added activities.”

MICROSOFT® SHAREPOINT® SUCCESS

One of the larger recent developments in the Celerion–Rackspace relationship has been the Celerion adoption of Managed SharePoint Server Hosting at Rackspace.

“We wanted SharePoint as the foundation for our client portal, and we quickly added Rackspace support,” said Chapek. “Our customers using the new portal now see their data in real time, and the support we receive has been phenomenal.”

With Rackspace integral to the process of building the portal, Celerion has gained from the flexibility, support, and expertise Rackspace provided in Managed SharePoint. The result is improved security and reduced expenses.

AUTHENTICITY AND CALM

Chapek reports that Celerion IT staffers feel like Rackspace is an extension of staff. She cited instances in which Rackspace people have made referrals or recommended next actions that have led to successful outcomes, adding value while maintaining or even decreasing the IT bottom line.

“They’re truthful, and they’re spot-on, and that’s very encouraging to our executive team,” said Chapek. “It’s Rackspace Fanatical Support® in action, which to me means that we see people who are enthusiastic about their work, and excited to help. It’s authentic support, in an encouraging, friendly environment.”

Hermanson talked about the seamlessness and ‘competent calm’ within the relationship.

“You forget that they’re Rackspace and not your staff mates, and you never get a sense that we’re anything other than a high priority,” Hermanson said. “The members of our Rackspace core team are relaxed and stress-free, and they help us get through issues in a very professional manner.”

ABOUT RACKSPACE

Rackspace (NYSE: RAX), the **#1 managed cloud company**, helps businesses tap the power of cloud computing without the complexity and cost of managing it on their own. Rackspace engineers deliver specialized expertise, easy-to-use tools, and **Fanatical Support**® for leading technologies developed by AWS, Google, Microsoft, OpenStack, VMware and others. The company serves customers in 150 countries, including over half of the FORTUNE 100. Rackspace was named a leader in the 2015 Gartner Magic Quadrant for Cloud-Enabled Managed Hosting, and has been honored by Fortune, Forbes, and others as one of the best companies to work for.

Learn more at www.rackspace.com.

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