

CASE STUDY:

Ultragenyx Pharmaceutical



Featured Providers:



Featured Partner:



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Account Background

Ultragenyx is a clinical-stage biopharmaceutical company headquartered in California. They are committed to bringing to market novel products for the treatment of rare and ultra-rare diseases, with a focus on serious, debilitating genetic diseases. Founded in 2010, the company has rapidly built a diverse portfolio of product candidates with the potential to address diseases for which the unmet medical need is high, the biology for treatment is clear, and for which there are no approved therapies.

Previous Technology Situation

Chorus Communications was introduced to Ultragenyx by HighPoint Solutions, a managed IT company that specializes in the pharmaceutical vertical. Ultragenyx needed to properly prepare for an immense growth period and rapid expansion. Their limited IT staff needed to outsource components, from infrastructure to business phone systems, in order to quickly and efficiently get their new facilities up and running. They were also searching for a Mobile Device Management Platform that could accommodate the evolving Ultragenyx workforce, and that would keep them ahead of the mobility curve.

At their first of several new sites, a robust internet connection was necessary to properly support their staff's workflow. Aerial (point to point) connections from their corporate headquarters to the new site was required and all cabling, wiring, and infrastructure needed to be deployed under a tight timeline. Additionally, they were in need of a global VoIP provider to support their upcoming growth overseas. Ultragenyx plans on expanding to Switzerland, Germany, and Latin America in the near future.

Solution

The expert team at Chorus immediately presented Ultragenyx with a cutting-edge Mobile Device Management Platform through MetTel mobile. This innovative mobility solution now provides Ultragenyx with FREE Mobile Device Management Software, managed upgrades & new device fulfillment, and FREE MetTel Help Desk support. In addition, Chorus was able to provide an astounding \$500 per month savings on their mobility expenditure.

Through Black Box Networks, Chorus fulfilled all infrastructure needs in a timely and cost-efficient fashion. All wiring and cabling was successfully installed at their newest location. Point to Point connections were implemented and Chorus was able to save Ultragenyx thousands on these expenses, out-bidding the previous contractor used at their corporate headquarters. Their need for a forceful internet connection was met by AT&T & Comcast Business, and plans to duplicate the fiber connectivity are in place for the launch of their additional sites.

When it came to the business telephone portion, Chorus presented several VoIP solutions that would meet Ultragenyx's growing global and professional needs. The multiple-products presented were all state-of-the-art and included integration with Skype for Business and their current advanced Veeva CRM by Salesforce. All of the options offered are also loaded with features that will perform web, audio, and video conferencing through the Broadsoft Unified Communications Platform. Sample demo kits of each system were sent so that employees were able to test each system. With over 250 plus seats, the Chorus team wants to be sure that Ultragenyx is comfortable with their final decision, which is still to be made.

Future Projects

Ultragenyx is so pleased with the results thus far that they contracted the executive team at Chorus to project lead for all future technology initiatives. This will include planning and implementing their expansion, laptop imaging, sourcing multi-purpose machines, DR planning, Data Center selection, help-desk provider, and penn testing.