



Innovative IT Systems Enable Specialty Manufacturer to Thrive & Deliver Globally



www.inorganicventures.com

Location: Christiansburg, VA
Industry: Manufacturing

Customer Profile:

Inorganic Ventures manufactures specialized certified reference materials (CRMs). They make almost any inorganic CRM for ICP, ICP-MS, IC, atomic absorption, wet chemistry, & QC applications. Custom standards are a specialty.

As an ISO 9001 registered company their goal is to provide the highest-quality product and the most exceptional customer service and technical support in the industry.

Engagement Objectives:

- Proactive plan for Business Continuity.
- Increased network uptime & performance.
- Predictable support expense.
- Eliminate support skill gaps and re-staffing expense.

Solution Components:

- ALI Virtual CIO Consultation Services
- ALI Integration & Project Management Services
- FLxStore Backup as a Service (BaaS)
- Microsoft O365 Cloud Services

“The team at ALI understands both business challenges and the latest technology. They advise us how to align our IT investments with our best interests and objectives in mind. They got our systems optimized; and now they manage them for us. They are a trusted part of our team.”

-Justin Yalung, Vice President, Finance, Inorganic Ventures

A Need for Innovation, Without Distraction

Inorganic Ventures (IV) manufactures a very customized product that you've likely never heard of: chemical solutions called Certified Reference Materials or CRMs that are used in analytical testing labs every day across numerous industries, all over the world.

Imagine the laboratory instruments of your favorite CSI show: those machines all need CRMs to accurately analyze samples and identify materials from a testing sample. While not all uses are as exciting as the TV shows, the labs can't operate without a ready supply of these high-quality CRMs. Imagine what might be riding on each test's results, and you'll understand why IV is so focused on the many quality certifications their company holds.

Innovation, quality, and responsive customer service are all critical parts of IV's growth and success. IV has grown and differentiated themselves first by providing high quality, *customized* CRMs. Additionally, they have pioneered packaging that gives their products an industry-leading shelf life.

To support the many interconnected processes that make up their operation, IV needed a secure, reliable IT infrastructure.

IT Complexity Can Be Overwhelming

When it comes to making high quality products, the team at IV excels. Chemistry, innovation, understanding the needs of their lab customers are their core area of expertise. IT systems management is not a core focus, and yet their entire operation relies on the availability of secure, reliable computing that protects their IP and ensures their products ship on time.



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Staffing Expertise can be Distracting

IV understood the challenges of hiring, training and retaining good IT support talent. Increasing network complexity made it very difficult to internally staff the right skill set. It was no longer cost effective to retain, train and replace IT support as an internal function.

A Careful Pivot to Optimized & Managed IT

IV initially engaged ALI for some advice and strategies for upgrading their network to deliver a more agile high-performance IT system that was still cost effective. Advisory services segued to integration and second level support services. IV gained not only a modernized network infrastructure, but adopted ALI's FLxStore, a Hybrid Cloud data protection solution. By switching to FLxStore, IV gained industry-leading Veeam backup solution, complete with scalable onsite to cloud replication. All at a fraction of the cost if they implemented a similar system themselves. The hybrid design combined local on-site access to one backup copy, but now added additional redundancy by placing a copy in ALI's Brush Mountain Data Center via a secure connection. Even better, IV was able to eliminate cumbersome manual tape rotation.

For ongoing optimization and more advanced support assistance, the IV team continued to rely on ALI's Virtual CIO services. Then as staffing and turnover became more challenging for IV to manage, the ALI team recommended a move into fully Managed IT Services.

Results

The ALI team proposed to take responsibility for the entire IT network: from uptime to implementing updates, managing backups and monitoring network health for a predictable monthly expense. IV gained professional management of their systems for a predictable expense from an entire team of professionals. Training, turnover and recruiting were no longer an issue. IV could focus on their core business, and ALI would take care of network performance and uptime. IV gained efficiency, predictable performance and expense with a much-reduced level of personal stress and organizational risk.

Data Protection Best Practices & Tips:

- Keep all software (especially operating systems) updated as often updates are security related.
- Encrypt sensitive data.
- Use a unique, complex passwords that are unique to each application, never repeated.
- Use antivirus software and keep it updated immediately as updates come out.
- Follow an industry best practice called "3-2-1 Data Backup" and test regularly for training, data validation and systems correct configuration.

Want to learn more about how Managed IT Services, Virtual CIO Services or FLxStore Backup as a Service might help your organization reduce cost & risk? Contact us to schedule your risk-free consultation.