



# Transforming IT with seamless transitions and proactive, round-the-clock support



ithpharma

 [www.ithpharma.com](http://www.ithpharma.com)

 020 8838 8260

## The Client

Employee Count: 300+

Head Office: London

ITH Pharma Ltd, who were established in October 2008 by Intra-Tech Healthcare, bring extensive expertise to meet pharmaceutical needs. Specialising in aseptic compounding across therapy areas such as Parenteral Nutrition, Chemotherapy, and CIVAS they services cater to all age groups, ensuring precise solutions for adults, paediatrics, and neonates.

## Our Managed IT Partnership

Since September 2021, razorblue has proudly supported ITH Pharma Ltd, a leading pharmaceutical company based in London, with a comprehensive suite of managed IT services. Our tailored managed IT services for ITH Pharma encompass cloud servers, backup solutions, Microsoft 365, cloud firewall, Sophos AV, and Mimecast email security. These services ensure the integrity, security, and efficiency of ITH Pharma's IT infrastructure, vital for the seamless operation of their pharmaceutical services.

We have cultivated a positive and trusting relationship with ITH Pharma's key stakeholders. Through open communication and proactive problem-solving, we identify and implement new solutions to address their evolving needs. Our approach is collaborative and consultative, ensuring alignment with ITH Pharma's business objectives and IT requirements.

ITH Pharma approached us due to concerns about their in-house IT team's operations, particularly regarding security and system integrity. Recommended by another local provider, they chose razorblue based on our reputation for excellence and our ability to handle complex IT challenges.

Our onboarding process with ITH Pharma proceeded smoothly. We provided onsite IT support during the transition period, during a period of transition from in-house team to the MSP model. Meticulously documenting their systems and procedures, we ensured a seamless transition to our managed IT services. Establishing a cloud platform and migrating their services led to immediate improvements in performance and reliability.

ITH Pharma retains an onsite IT technician, with whom we collaborate closely on support cases. This collaboration underscores our commitment to providing comprehensive IT support tailored to our clients' specific needs. Our partnership with ITH Pharma Ltd exemplifies our dedication to delivering reliable, tailored IT solutions that empower our clients to focus on their core operations with confidence.

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