

# IT Efficiency - Biotech

Category	Completed	In Progress	Esc. / In Progress	Esc. / Completed	Total Escalated	Escalation %	AVG Duration	AVG Esc. Duration
Active Directory	79	2	0	7	7	9.00%	0:05	4:16:39
Browser	81	3	1	3	4	5.00%	0:19	3:00:53
Customer Portal	25	5	0	0	0	0.00%	0:10	0:00
Email	14	3	0	0	0	0.00%	0:29	0:00
Hardware	249	29	25	159	184	66.00%	0:13	4:20:25
Merchant.Az	153	13	1	38	39	23.00%	0:13	10:25
Microsoft	81	7	5	6	11	13.00%	0:18	09:12
Misdirect	12	0	0	0	0	0.00%	0:02	0:00
Network	88	18	14	59	73	69.00%	0:56	1:20:51
Password Reset	151	2	0	0	0	0.00%	0:05	0:00
RSS	236	5	2	88	60	25.00%	0:12	21:36
Security Request	282	10	4	33	37	13.00%	0:09	1:12:26
Software Apps	163	5	4	33	37	22.00%	0:10	4:06:24
SSC 365 Migration	19	2	0	0	0	0.00%	0:44	0:00
SSC 365 Migration Support	222	12	3	2	5	2.00%	0:25	06:36
WSS	32	0	0	17	17	53.00%	0:09	05:45
<b>TOTAL</b>	<b>1887</b>	<b>116</b>	<b>59</b>	<b>415</b>	<b>474</b>	<b>24.00%</b>	<b>0:16</b>	<b>2:02:40</b>

Controlling IT expenses in the biotech industry requires agility. Resources are always in transition. With Nexcom, companies who need resources scaled up or down quickly, never have a problem.

*“To compete in today’s Biotech market, the demand for IT efficiency is paramount. With the explosion in the use of mobile devices, cloud services and social media, IT organizations are being pressured to support all the new touch points while maintaining security and compliance regulations. Outsourcing management in lieu of traditional approaches (i.e., procuring, configuring, tuning and maintaining separate components in house) will be one of the most important decisions in the evolution of IT infrastructure.”*

## Nexcom for Biotech provides:

- 24 x 7 Server Monitoring
- Data Center Compliance & Disaster Recovery Services
- Live U.S. Based Helpdesk Support (Level 1,2,3)
- Hardware Replacement Monitoring & Management

**nexcom**™ enterprise mobility

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