

iNova Pharmaceuticals transforms its end user experience with cloud and mobility solution from Data#3

November 07, 2019; Sydney, Australia: Leading Australian technology services and solutions provider, Data#3, today announced that it has worked with iNova Pharmaceuticals to implement a cloud and mobility solution to deliver secure workspaces that are consistent and easy to support.

iNova Pharmaceuticals sells a range of market-leading, prescription and non-prescription medications in countries across Asia, Africa, Australia and New Zealand. It helps to promote healthy lifestyles through weight management, skincare and lifestyle needs such as sun protection products, and offers popular remedies for coughs, colds and sore throats.

With staff in many locations, each with a different type of computer running diverse operating systems and applications, support had become a challenge and backups were limited. Many users required a greater level of mobility. A decision was made that a cloud solution should be sought to help solve its challenges, and Data#3 was enlisted to help create a cloud roadmap.

“The main driver initially was that we were working with an archaic end user set up. It was about bringing our end users up to modern standards,” said iNova Pharmaceuticals Associate Director of Technology, Michael Smit.

iNova Pharmaceuticals and the Data#3 team worked together to gain a clearer understanding of the environment. With detailed scheduling, budget and dependencies in place, the team began the process of transforming the end user experience.

Firstly, Data#3 worked with iNova Pharmaceuticals to implement a device refresh. Next, a modern, standardised platform based on Windows 10 was put in place, so that there would be consistency of experience throughout the organisation, and simpler support requirements. The final stage involved migrating to Office 365.

Transition of file shares to SharePoint Online gave staff simplified access to their data from anywhere, without the need for VPN connections. Skype for Business Online moved meetings to cloud-hosted dial-in conferencing, for enriched collaboration experience. The consistency of a standardised environment is also making support easier for the IT team.

“We are less bombarded by support calls; we had 400 different versions of applications to support, now we are down to 90. The stability of Windows 10 and Office 365 is an order of magnitude better,” said Smit.

“If I did it all again, I wouldn’t hesitate to get the same team. Data#3’s strength was that they had some really good technical resources on the case, the account management and solution architecture was fantastic, they added some real intel – and the technical delivery team was consistently good throughout,” concluded Smit.

Data#3 Chief Executive Officer and Managing Director, Laurence Baynham, commented, “Cloud solutions help customers to progress from a digital transformation perspective. This is a great example of how cloud technology can assist customers like iNova Pharmaceuticals to really change the way they work. Our highly skilled team at Data#3 did a fantastic job helping to guide iNova Pharmaceuticals through their transformation journey. I look forward to continuing our work together in the future.”

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About Data#3

Leading Australian IT services and solutions provider, Data#3 Limited (DTL), is focused on helping customers solve complex business challenges using innovative technology solutions.

Built on a foundation of over 40 years' experience, combined with world-leading vendor technologies, Data#3 delivers an integrated array of solutions spanning cloud, mobility, security, data & analytics and IT lifecycle management. These technology solutions are delivered by combining Data#3's services across consulting, project services and managed services.

Listed on the ASX in 1997, Data#3 reported revenues of \$1.4 billion in the 2019 financial year and has more than 1,200 employees. Headquartered in Brisbane, it has facilities across 12 locations in Australia and Fiji.

More information about Data#3 and its solution and service offerings is available at www.data3.com.au

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