



# Siemon Global Project Services

For Pharmaceutical and Bio-tech Companies








Reading Time: 6 min

## Global Project Services

Today's pharmaceutical and bio-tech companies face an environment that is more challenging than ever before. This is particularly true from an IT network perspective. While the ability to communicate and share data quickly, reliably, and securely is essential for any modern enterprise, delivering a robust network comes with unique hurdles for large-scale global pharma and bio-tech operations. By virtue of often geographically widespread operations, pharma and bio-tech IT teams need to maintain a consistently reliable network infrastructure across a global network of remote sites.

Global pharma and bio-tech companies need to effectively manage remote network infrastructures by operating on a consistent, central IT platform instead of a collection of disparate sites. With long-term experience and insight into the unique needs of the global pharma and bio-tech market, Siemon Global Project Services (GPS) was specifically established to help navigate widespread, remote site network infrastructure challenges.

GPS supports global pharma and bio-tech multi-site, global network infrastructure projects with the following services:

-  Engineering and Design
-  CAD
-  Bid / Tender Management
-  Deployment
-  Global Invoicing
-  Simplified Work Orders
-  Project Management & Commissioning



Siemon GPS delivers consistent high-quality service in the assessment, design and installation of your multi-site network infrastructure.

### We Understand The Challenges

Large pharma and bio-tech companies with complex networks are difficult to manage as standalone facilities, but achieving “site symmetry” where multiple remote sites on the network meet consistent infrastructure design and performance requirements based on core top-down global specifications is particularly challenging. That challenge is compounded when mergers and acquisitions require companies to bring newly acquired facilities up to established network standards. Throw in the management of local installation resources and stringent site security needs, and the task can seem monumental.

Based on GPS’s experience with global pharma and bio-tech companies, corporate-based IT teams tasked with managing remote sites beyond their home markets are often challenged with answering the following five questions:

1. Who will do the work?
2. Once work is complete how do you ensure the SOW is compliant?
3. How do you handle urgent work orders and break-fix issues?
4. What is the current status of the remote site’s infrastructure?
5. How do we ensure that our remote sites meet code and standard requirements?

### Who Will Do the Work?

The resource-intensive remote development and maintenance of local installer relationships across multiple geographies present significant challenges. Finding properly trained, professional, and reliable contractors capable of meeting project needs, managing their efforts, and ensuring that work orders are clearly communicated, understood, and fulfilled can become extremely time-consuming, taking corporate IT personnel away from their core duties.

The ability to ensure a consistently high-quality installation anywhere in the world is the heart of the GPS program. GPS leverages Siemon’s worldwide network of Certified Installers (CIs) who are pre-screened for capability and highly trained in the design, installation, and administration of Siemon cabling systems. These CIs are continually tracked and rated with customer satisfaction ratings maintained in a global database that also identifies each CI company’s market specific qualifications and certifications, allowing GPS to provide the best-fit local resources for each specific project needs. This is particularly valuable for pharma and bio-tech companies that often require on-site contractors to hold strict security and installer safety ratings and medical/lab facility safety certifications.



GPS ensures that your project is completed to the highest quality standards, on-time, and on budget.

### What is the current status of the remote site's infrastructure?

Getting a handle on “where we stand” may be an obvious first step and an area that the corporate IT team has been able to manage on its own. However, in the dynamic pharma and bio-tech markets, rapid expansion from mergers and acquisitions often means bringing new sites online faster than the team can efficiently administer. Instead of managing and upgrading existing sites, IT personnel are often tasked with the time-consuming process of determining status of newly-acquired sites and the requirements to bring legacy infrastructures up to a consistent global standard. GPS site assessment services simplify that status discovery process.

GPS site assessments start with a needs briefing, in which a GPS Project Manager works with the IT team to outline basic project goals and parameters. A key element of this discovery phase is determining on-site labor credential requirements for outside contractors—from strict Transportation Worker Identification Credentials (TWICs), to bio-hazard and security protocols. GPS leverages its global network of Siemon field operations engineers and coordinates a site survey/IT audit, assessing the project site and providing actionable recommendations in areas such as:

- Site Access
- Labor Credentials
- Timelines
- Cabling Media
- Cabinet Requirements
- Active Equipment Considerations
- Cable Pathways
- Outlet Placement

GPS assessments are scalable from a single-site assessment to a comprehensive global audit of any organization's widespread facilities.

### How do we ensure that our remote sites meet our requirements?

The unique challenges of achieving overall site symmetry across facilities such as research labs, administration offices, production sites, and warehouses, demands a customizable project approach. To help ensure a consistent network infrastructure within these environments, GPS design engineers work with each organization's established infrastructure specifications to provide customized design documents for a single site or develop detailed company-wide design guidelines for all network projects. This project planning process can be extended to full scope of work (SOW) development, project bills of materials (BOMs), bid management specs, and more—all of which can be applied to multiple projects to ensure infrastructure consistency across all remote sites on the network.

While flexibility is key in the specification and planning stages of pharma and bio-tech projects, it is equally important in the implementation phase. Armed with documentation covering the unique end-to-end network and project requirements, GPS manages each element of the deployment—from material logistics, to deployment labor coordination. Throughout each project, GPS's online webTRAC tool provides the IT team with end-to-end visibility on the status of every project element and valuable benchmarks from initiation through final billing, as well as centralizing critical documentation for pharma and bio-tech's often stringent compliance requirements. All of these services fall under a single project invoice processed through GPS accounting services to dramatically simplify billing. GPS can also provide this single-source billing program on a global basis, delivering significant cost savings through the reduction/elimination of regional value-added taxes (VATs) on deployment labor and materials.

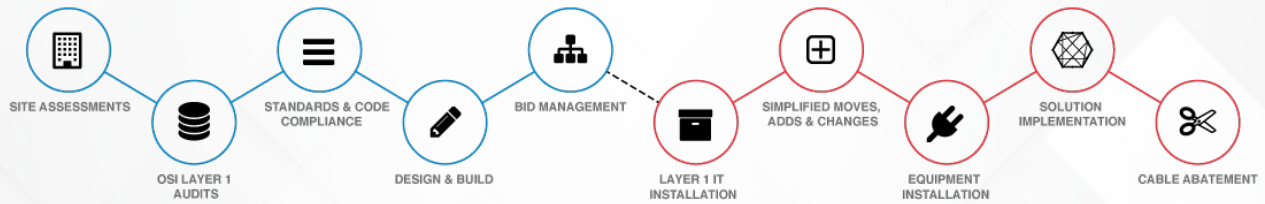
“ We worked with one global partner rather than having to manage multiple third parties. This allows us better quality and consistency on deployment implementations. Not only was this less resource-intensive for us, we were far more confident that SOW was being deployed fully compliant with GPS managing the infrastructure design and build-out. ”

- GPS Pharma Client

**The People Network for Your Network**

The process of addressing pharmaceutical and bio-tech remote site network infrastructure installations, upgrades, and maintenance is dramatically simplified by partnering with GPS. Instead of individually assessing each global site’s needs, determining a design strategy, developing SOWs and BOMs, finding qualified local installation labor, and managing the bid process for every individual project around the world, the IT team can simply reach out to their GPS Project Manager with the assurance that the work will be done efficiently and in full accordance with regional requirements and established network standards.

**The GPS Process**



**Professional Services**

**Deployment Services**

Because we continuously improve our products, Siemon reserves the right to change specifications and availability without prior notice.

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