



## Biovitrum automates its IT environment and increases efficiency with Spintop

Biovitrum is a pharmaceutical company focusing on specialist care medicines. With operations in Sweden and in the UK, Biovitrum conducts research and develops pharmaceuticals for conditions affecting smaller patient populations as well as for common diseases. Biovitrum has an in-house research operation including cutting-edge expertise in the fields of blood-diseases, pain relief, inflammation, obesity, diabetes and other metabolic diseases related to specialist care. The company was founded in 2001, has 550 employees and revenues of approximately SEK 1.2 billion.

### Significant need for simple and cost-effective order system in the IT infrastructure

In 2001, Biovitrum built a whole new platform, transferring all existing PCs. At the time, automation and self-servicing lacked, and users contacted the IT department via telephone or e-mail to order equipment, programmes, authorisation or other similar services. This was time-consuming and expensive.

– We realised that we could cut costs in this area. Previously, employees e-mailed or called in when they needed us to set up a new account for example, and then the consistent information which is necessary to carry out an order was lacking. To follow up and trace the required information in every single case became an investigation in itself, which could take half a day to complete, time that could have been spent on other tasks, says Petra Tesch.

Biovitrum developed an in-house order system, OrderIT, to be able to order hardware and add users without having to handle phone calls. The scope of services provided through

the system was limited. Users could order products, software and services such as accounts, new project folders and web access, but were restricted from ordering things such as temporary computers and new domain passwords. Additionally,

the services were spread over several different applications which were expensive and difficult to maintain, and concurrently, the IT organisation was going to be cut down. Subsequently, Biovitrum had a strong need of finding an order system which could interact, and at the same time replace, several systems and which did not require in-

house developers.

– Through a recommendation we found Spintop and the Microsoft solution ZTP, Zero Touch Provisioning. We evaluated Spintop's methods of making the management of customers' IT infrastructure more effective through automation, and immediately decided to consult them. We gain a lot using Microsoft consistently in the infrastructure, says Petra Tesch.

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"With Spintop, we have been able to cut the costs, make our order system more available and increase the efficiency by eliminating the office turnaround times. The users are able to get their orders carried out when they need them, not only when we have time to handle them."

*Petra Tesch, Operational Manager at Biovitrum*

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