

CASE STUDY

How an IT Treatment Is Helping in the Fight Against COVID-19

During the COVID-19 crisis that brought the world to a crashing halt in 2020, a biotechnology company started the arduous process of developing a vaccine for the dreadful virus.

The company develops stem cell research and provides novel molecular diagnostics and therapeutic product development solutions for biotechnology, pharmaceutical, invitro diagnostics and academic partnership for drug discovery. When the pandemic hit, they started to look at ways they could help.

While the biotech company continued to work on the COVID-19 vaccine, they also began developing a rapid saliva-based test for the virus. At that time, there were no other known saliva-based tests being developed.

For many years, the company worked with an IT company that unfortunately did not keep up with changing technology and thus their infrastructure became increasingly outdated and insecure. It was at this point that the biotechnology company's CEO realized he did not have proper defenses and monitoring to prevent and respond to any hack attempts. They reached out to a local TeamLogic IT office.

"We completely upgraded their network including a new firewall, network and Wi-Fi devices, servers and workstations using best practices for cybersecurity and policies on all systems," said the TeamLogic IT owner and president. "We also enhanced their defenses with additional services including business continuity, 24x7 network security monitoring, web content protection, email defense with encryption and data loss prevention, phishing simulations, dark web monitoring, and cybersecurity awareness training for all of their staff."

Prior to TeamLogic IT, the biotech company was unable to do its job effectively. TeamLogic IT installed the encrypted email system for them to share

important email information to include their submission to FDA and collaborators.

"There's no reason why the company's team should be worried about how an email is going to get to the FDA or whether the company's infrastructure was going to get hacked. Their focus should be on formulating remedies to help the world," said TeamLogic IT's owner.

Going Above and Beyond Providing IT Support

Through the relationship the local TeamLogic IT owner and president developed with the biotechnology company, TeamLogic IT went above and beyond just providing IT support. "We helped them under their IRB [Institutional Review Board] study to find participants through our network of staff, family and friends, and facilitated and organized testing for about a third of the needed sample tests required by the FDA for the company's rapid saliva-based COVID-19 test submission."

"I didn't expect the TeamLogic IT team to step up the way they did," said the biotechnology CEO. "We were going to do the testing on our own with a diagnostic lab, but they backed out. TeamLogic IT helped us tremendously with the selection process as outlined under our IRB protocol for collecting saliva samples. They went that extra mile for us and it meant a lot."

The owner of the local TeamLogic IT office summarized, "We feel honored to be their IT partner in the fight against this pandemic by providing a high-performing and secure network and taking the IT burden off of the staff so they can fully focus on their important work.

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