

With you every step of the way

Case study

Company

- Prosonix

Sector

- Science based

Riverbank services

- Managed Network Support
- Network
- backup services
- IT security
- Comms and e-mail
- Remote working
- Business continuity

“We need to be confident about the performance of our IT systems 24/7; Riverbank helps provide us with that confidence.”

Andy Bush
Chief Operating Officer
Prosonix

When Prosonix set up business in the Medawar Centre at Oxford Science Park in March 2006, Riverbank IT Management was there to help its founder members of staff settle in.

Riverbank was given the responsibility of building from scratch the IT infrastructure that would see Prosonix through its formative years and beyond. Today Riverbank continues to provide Prosonix with all remote and on-site IT support, and a strong working relationship has developed that has seen these two Oxford-based companies grow and learn together.

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Prosonix is an acknowledged world leader in the design, development and cost-effective manufacture of medicines through the use of proprietary ultrasonic particle engineering technologies. From their laboratories Prosonix works with many of the world's top pharmaceutical companies to solve crystallisation problems and to develop highly engineered particles for improved drug delivery.

Not having to dedicate resource to IT or otherwise be distracted by day-to-day IT issues has allowed Prosonix to concentrate on its core business, and this is where the company has benefited from



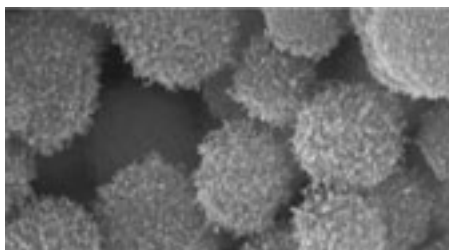
Prosonix
Experts in Sound Science®

Riverbank's advice and expertise.

This is confirmed by Prosonix's Chief Operating Officer, Andy Bush: “Prosonix is a fast-moving and growing business, and we want to use IT systems that support our activities, not dictate them. We need to be confident about the performance of our IT systems 24/7; Riverbank helps provide us with that confidence.”

Since ‘moving in’ day when Riverbank first installed the brand new network, server and all the associated hardware and software into Prosonix's offices, Malcolm Newdick, Managing Director of Riverbank IT Management, and his team have gone on to organise additional services that have enabled the business to function more efficiently.

“A fully managed network that is well maintained and updated delivers peace of mind,” says Malcolm Newdick. “Prosonix was clearly benefiting from the role Riverbank was playing in this, and from the other support services we were providing to the computer users, but it soon became evident that the company had further needs.”



riverbank

IT MANAGEMENT

By mid-2006 Riverbank had put the measures in place to facilitate quicker and easier communication between Prosonix staff, setting them all up with Windows mobile phones and providing remote access to the company's office network via SSL-VPN for those who worked at home or travelled frequently.

"Prosonix was already working internationally and the efficiency of our network and telecommunications had become essential to the smooth-running and future growth of the business," says Andy Bush. "As always, Riverbank reacted to our needs and there is no question that being able to work remotely and to make contact with the office at any time is an important part of our customer service."

Soon after Riverbank assisted Prosonix in creating a disaster recovery programme, emphasising that nothing could ever be left to chance when it came to IT. Forming an integral part of the Prosonix's wider business continuity plan, the network system is backed up daily with all backup files being stored off-site.

More recently, as more and more customers become aware of Prosonix's products, some are beginning to show a keen interest in streamlining the communication process, and are looking to Prosonix to integrate its IT system with theirs. Riverbank has played

a key role in checking compatibility and setting up the necessary security measures to allow Prosonix to link up with customers successfully in this way. This is an area of Prosonix's business that is certain to develop further and Riverbank is already considering ways in which the IT can be enhanced to make this process as secure and efficient as possible.

Prosonix has been funded from inception by a portfolio of venture capital investors, and this investment has certainly paid off as Prosonix celebrates its third anniversary at Oxford Science Park. Since 2006 the company has grown three-fold, now employing 15 staff, and it would seem that this growth is set to continue. As more drugs come off patent and reduce in price, pharmaceutical companies will need to market new drugs that are quicker to develop, more cost effective to produce and easier and safer to use; it is likely that they will be looking to Prosonix's team of chemists and engineers and their pioneering work in ultrasound technology to help them in that process.

"We have watched the company grow over the last three years and feel that we have grown with them," says Malcolm Newdick. "Building on the work we have already done, we are confident that we have the knowledge and skills to come up with the right solutions to match Prosonix's future needs, and we welcome the opportunity to play

our part in the continued success of the business."

This sentiment is echoed by Andy Bush: "We take great comfort from the fact that Riverbank has been with us from the start and have come to learn that we can rely on their no-nonsense, unbiased advice. Unlike some IT companies, we believe that Riverbank only makes recommendations for the right reasons and don't try to sell us anything we don't need."

"Furthermore", he continues, "Over the last three years we have got to know the staff at Riverbank. They are friendly, reliable people who provide a highly professional and cost effective service and are another reason why we will continue our association with the company."

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