



## Case Study – TRAC Services

### Background

TRAC Services was founded in 2001 by Jonathan and Sarah Trethowan and has grown substantially to become a highly successful and multi-award winning company.

Based in Cornwall, TRAC provides a full range of EU regulatory affairs and pharmacovigilance consulting services to the pharmaceutical, biotechnology, healthcare and medical device industries, with clients ranging from large multinationals to small start-up companies.

### Problem

As part of the criteria for moving from their initial premises at the Knowledge Spa in Truro to their new base at Tolvaddon Energy Park, TRAC needed to undertake a selection process to source and enlist the services of an IT company that would be capable of designing, installing and maintaining a suitable IT network.

*“The way we work with our clients requires an IT infrastructure that can cope with the different forms of communication we use. Our business depends upon us being able to contact our customers effectively at all times.”* Jonathan Trethowan

### Solution

CF Systems designed and proposed an IT network solution that would be sufficiently robust to allow TRAC to interact and communicate with their customers in the ways they needed, including via email, remote access, VPN and teleconferencing. A Managed Service Agreement (MSA) package was also proposed as a cost effective way of the network being proactively maintained and monitored following installation.

### Result

Based on the recommendation of the NHS IT expert involved in assisting with the selection process, CF Systems was chosen to install the network solution they had designed and continue to maintain it, becoming the virtual IT department for TRAC and developing a good mutual working relationship as a result.

*“IT is crucial to our business and we really welcomed the agreement we have with CF Systems as it was just what we were looking for. It’s a pleasure to have any of the engineers on site and they always do above and beyond what’s expected of them.”* Sarah Trethowan