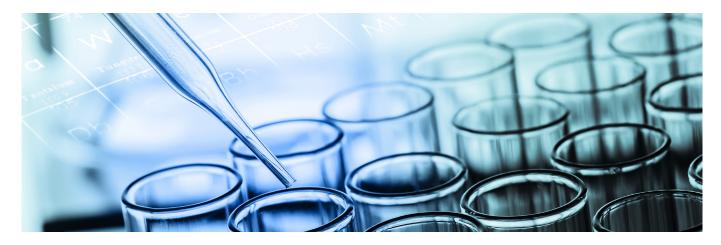# LIMS provider LabVantage migrates Staging and Development Environments to iomart IaaS platform

iomart

"It was absolutely critical that we work with a hosting partner who would fit the services around our unique business need. The team at iomart came prepared to listen, be responsive and to work with us."

iomart case study

iomart provides IaaS platform and EMC Avamar Cloud Backup

Industry

Bio Tech

Independent Software Vendor

Objective

LabVantage needed a more flexible and customizable hosting platform

Benefits

- Secure, customized hybrid hosting solution
- Smooth migration
- Direct control
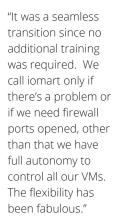- UK-managed solution
- Ability to resell hosting services

LabVantage Solutions, Inc., the leading global laboratory informatics provider, is headquartered in Somerset, New Jersey in the U.S. and has offices around the world. It's industry-leading solutions and world-class services are the result of 35+ years of experience in laboratory informatics. LabVantage offers a comprehensive portfolio of products and services that enable companies to innovate faster in the R&D cycle, improve manufactured product quality, achieve accurate record keeping and comply with regulatory requirements.

LabVantage is a highly configurable, web-based LIMS that powers hundreds of laboratories globally, large and small. Built on a platform that is widely recognized as the best in the industry, LabVantage can support hundreds of concurrent users as well as interface with instruments and other enterprise systems. It is the best choice for industries ranging from pharmaceuticals and consumer goods to molecular diagnostics and biobanking. LabVantage domain experts advise customers on best practices and maximize their ROIs by optimizing LIMS implementation with a rapid and successful deployment.

LABVANTAGE® Laboratory Knowledge. Delivered.

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LabVantage turned to iomart in early 2015 following a series of issues that arose from a hosting environment that was no longer meeting their needs. LabVantage started looking for a new hosting partner who could provide a customizable and more flexible platform for the staging and development environments for its world-leading LIMS software.

Mike Thomsen, Manager of Computer Operations for LabVantage, says, "We interviewed a number of different providers including some of the biggest names in cloud and managed hosting but they either couldn't give us the model we needed or were too expensive. Being a technology company, it was absolutely critical that we work with a hosting partner who would fit the services around our unique business need. The team at iomart came prepared to listen, be responsive and to work with us."

iomart's team consulted with LabVantage, undertook the migration and now manages a platform utilizing iomart's Public and Hybrid IaaS platform and EMC Avamar cloud backup. "iomart has given us direct control of our systems through a hosted VMWare vCenter Platform," Mike explains. "It was a seamless transition since no additional training was required. We call iomart only if there's a problem or if we need firewall ports opened, other than that we have full autonomy to control all our VMs. The flexibility has been fabulous."

LabVantage says one of the main benefits from the move to iomart has been time management. "There's a lot going on," Mike explains, "so it's much easier to sleep at night knowing iomart is doing the work, making sure the servers are up and making sure they're backed up."

LabVantage has extended its relationship with iomart and signed a contract to resell iomart's hosting services to its customers. As Mike explains, "In the past, customer hosted cloud engagements were difficult from a licensing and security perspective, as the previous cloud configuration made the VM visible to our internal network. By becoming a reseller of iomart's services we can separate out our customer's data from our own – they can't see us, we can't see them and they have full ownership of their VM."

One of the other advantages of using iomart as its hosting provider is that LabVantage gets the added benefit of having a UK-managed solution from a data center in the U.S. (Virginia in this case) plus a data center in the UK where iomart owns and operates 10 DCs. "This gives us extra flexibility that we didn't have with our previous vendors," says Mike. "If we want to target the UK data center for storing VMs instead of the U.S. it gives a performance boost to the people working for us in Europe and India. Having machines that are geographically closer to where they need to be is a real plus."

Previously LabVantage was concerned about security because hosting took place on shared systems that were public. With iomart, the platform is locked down because of the way the two companies have worked together to architect the best hosting solution. "What we've ended up with is a very safe environment," says Mike. "Essentially you can't access these machines unless you are on an approved IP address. If a customer wants to access the machine, we have them provide their IP address range which we then enable at the iomart firewall. It's a lot more secure than what we have had in the past."

www.labvantage.com

For further details: visit **www.iomart.com** or email us at: **info@iomart.com** or call: **0800 040 7228**