

Client Overview

A venture-backed startup engaged Tech Ops to address their comprehensive technology needs. Referred by an existing customer, they required a full stack digital transformation partner capable of delivering scalable solutions to meet their operational and compliance requirements.



Industry

BioTech

Objective

The primary goal was to establish a turnkey, scalable IT solution that supported the business's launch and met stringent investor requirements for cybersecurity and compliance.

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Key Facts:

Challenge

After their Series A funding round, the client faced the challenge of building a scalable technology framework to support their rapid growth.

- Building a comprehensive IT infrastructure, including cloud services, computers, servers, and networks.
- Implementing cybersecurity measures, access control and IT documentation to meet investor and regulatory requirements.
- Developing a flagship website to support their product launch.
- Creating an application to track client orders and inventory, integrated with QuickBooks Online for accounting.
- Setting up Google Workspace for email and collaboration.

Managing multiple vendors for these needs would have been inefficient and resource-intensive.

Solutions

Tech Ops delivered a comprehensive solution tailored to the client's needs:

- **Managed IT Services:** Setup of computers, servers, and networks.
- **Cybersecurity:** Deployment of IT policies, disaster recovery plans, and access control procedures.
- **Website Development:** Creation of a high-performing flagship website.
- **Custom Application:** Development and integration of an order and inventory tracking system with QuickBooks Online.
- **Collaboration Tools:** Setup of Google Workspace for email and collaboration.

Approach

1. **Needs Assessment:** Conducted a detailed review of the client's technology and compliance requirements.
2. **Turnkey Deployment:** Streamlined the implementation of IT infrastructure, cybersecurity, and digital tools under one service umbrella.
3. **Future-Proof Design:** Built scalable systems to accommodate the client's projected growth.

Results

- **Seamless Business Launch:** The client's operations started on time with all technology systems fully integrated.
- **Investor Confidence:** Delivered compliance-ready documentation and a robust IT plan, ensuring alignment with investor expectations.
- **Operational Efficiency:** Reduced vendor management efforts and streamlined operations.
- **Scalability:** Provided a flexible solution that can grow with the client's business.
- **Client Satisfaction:** The client praised Tech Ops' ability to serve as a single point of contact for diverse technology needs.

Summary

TechOps successfully delivered a comprehensive, scalable IT and cybersecurity solution for a venture-backed startup, ensuring operational readiness, investor compliance, and a seamless product launch. By providing a turnkey service, Tech Ops allowed the client to focus on their core business while saving time and ensuring long-term scalability.