



Pharm-Olam Case Study

About Pharm-Olam International

Pharm-Olam International (POI) is a multi-national contract research organization offering a wide range of comprehensive, clinical research services to the pharmaceutical, biotechnology and medical device industries for their clinical trials, based in Houston, TX. POI has experienced significant growth in the past few years, and now has offices located in 22 countries around the globe. POI has a unique global presence, and thus unique telecommunications needs.

<http://www.pharm-olam.com>

The Situation

Clinical trials are not conducted in a single location, but rather in multiple locations around the globe. As such, POI has added staff and offices in strategic locations to meet the needs of its clients by placing the researchers geographically close to the study sites – either in a physical office or home office environment. As up to the minute and constant communications is critical to clinical trials, POI sought to upgrade its legacy PBX system with a system that was reliable, easy to use, and offer cost savings by interconnecting its locations (offices and remote staff). A traditional PBX system is not flexible enough, and does not offer a cost effective solution for office/staff interconnectivity. The obvious choice was to implement a Voice over Internet Protocol (VoIP) system.

“Any system implemented must be rock solid, reliable, and easy to support. It also must provide ease of deploying telephone devices to remote staff, and interconnect all company locations” stated Michael Shassere, Global Director – Information Technology for POI.

The Solution

Just prior to joining POI, the company selected a local vendor to plan, develop and deploy a VoIP system. “It was a total disaster. The system crashed virtually every day, voice quality was terrible, remote staff had connectivity issues, and the vendor had spend over 6 months trying to bring the system live in the UK office.” Mr. Shassere continued, and added. “I knew I had to find a fix, fast. I also did not want to lose the recent investment in brand new Polycom desksets.

VoIP done right is the perfect solution to our needs. The technology is proven, so the obvious issue was the current vendor. I spent a great deal of time researching the various vendors such as Fonality, Switchvox, as well as some local providers. I was not impressed, especially with the



deployment plans that required significant time from POI IT staff, or with the after-sale support option. When I almost was losing hope finding the right vendor, I contacted Taridium. After just a few minutes on the phone, I knew this was the vendor I needed. POI contracted with Taridium initially to resolve the system issues in the UK office. Taridium was able to bring the system up and operational in just a few short days – something the previous vendor had failed to do in several months. We were elated. Taridium has now installed their system in several of our worldwide sites so far, and we will have them do all the sites as time permits. We could not be happier.”

Advantages of an Open Source VoIP Solution by Taridium

- *Substantially lower total cost of ownership compared to a proprietary solution*
Proprietary enterprise PBX solutions can cost up to 10 times more
- *Open Communication Standards such as T1/E1, SIP and H.323*
Easy interconnection to legacy hardware and networks
- *Commercial, off-the-shelf (COTS) Server Hardware and Phones*
Broad choice of handsets from different manufacturers
- *Comprehensive Support and Service*
7x24 Monitoring, SLA support and service



About Taridium

Taridium is the leader in open standards enterprise and provider VoIP solutions. Taridium's offering ranges from managed VoIP services for small and medium sized businesses to high-capacity telephony solutions for large enterprises and service providers. Taridium's products and services have been designed to harness the power of open standards while reducing both ownership and telecommunication expenses. Taridium's customers include law firms, multinational pharmaceuticals, real estate management companies and consulting firms.

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