



## Global Pharmaceutical Company

Global IT Managed Services & Wireless Optimization

For more than 12 years, Black Box has supported over 20,000 users across 23 sites in North America and Europe. Through an optimal mix of on-site and remote IT staff, Black Box manages and supports the Company's entire IT and communications infrastructure. Black Box handles everything from the ticketing system and individual service requests to network uptime. We deliver a comprehensive solution that encompasses lifecycle management, change management, and capacity management. Our continuous improvement processes, proprietary program and project management approach, and quarterly executive business reviews ensure the Company's business and IT leaders have complete visibility into all aspects of IT operations.

Beyond the comprehensive Managed Services IT infrastructure and support functions, Black Box also provides subject-matter experts for specific project-based work.

- Migrated 25,000 users across 25 sites to Cisco's IP-based telephony.
- Designed, deployed, and managed \$17M Cisco LAN refresh.

### BUSINESS OBJECTIVES:

- Cost savings
- Enhanced physical and network security

### KEY STATISTICS:

- 20,000+ Users
- 23 Global Sites
- \$1.3M in savings (optimized wireless environment)

- Optimizing the Company's wireless devices and environment (project on-going).
- Deploying, managing, and maintaining new sensor environment.

### GET IN TOUCH

For more information about our services or for a quote, please contact us at [855-324-9909](tel:855-324-9909), [Contact@blackbox.com](mailto:Contact@blackbox.com) or visit [BLACKBOX.COM](http://BLACKBOX.COM).

## ABOUT BLACK BOX

Black Box® is a trusted IT solutions provider delivering cutting-edge technology products and world-class consulting services to businesses across the globe in every industry. The breadth of our global reach and depth of our expertise accelerate customer success by bringing people, ideas, and technology together to solve real-world business problems.