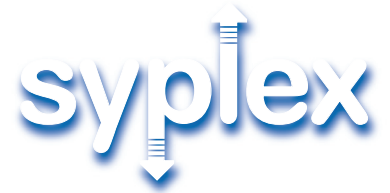


# Case Study



## Growing Businesses Benefit from Syplex Expertise & Support

Syplex have been providing knowledgeable, cost-effective and flexible expertise in Information and Communications Technology to customers throughout East Anglia since 2000. Here, two clients in the Biosciences sector talk about what they value most from working with Syplex.

### Arakis Ltd

**Our systems run very smoothly, we get excellent value from Syplex and we appreciate the fact that they can respond immediately.**

**Stuart Gibson - Director of Finance & Company Secretary, Arakis Ltd**

Founded in January 2000, Arakis is an emerging specialty pharmaceutical company based at Chesterford Research Park near Saffron Walden in Essex. Substantial funding has been raised from Bioscience and Life Sciences investors to fund investigations into therapies for conditions such as rheumatoid arthritis, chronic obstructive pulmonary disease and cancer pain relief. In March 2004 the company acquired Sirius Pharmaceuticals Ltd, with offices in Northamptonshire.

Stuart Gibson, Director of Finance & Company Secretary, recalled the circumstances that brought Syplex into the company as an external IT resource:

*We were using another Consultancy for IT, but they were not proving particularly competent nor good value at the level at which we needed them and as we were undergoing growth we needed a more effective resource. We knew of Syplex through another Biotech company and brought them in to handle special projects as well as more routine IT requirements. They spent the first month or so resolving the backlog of issues we had built up, and now do a regular stint here, typically between a half-day and one-day a week.*

Syplex manage and support the day-to-day IT needs of both Arakis' offices under a Helpdesk Support Agreement with weekly on-site maintenance sessions. Syplex have also handled a wide range of IT projects for Arakis, including installing new servers,

integrating IT and phone systems with the new office in Northamptonshire, setting up an Intranet, integrating a new Regulatory Submissions system and implementing BlackBerry wireless devices to enable staff to remain in touch with company e-mails. They are now also part of an in-house Document Management system team, acting as the expert interface between the software supplier and Arakis.

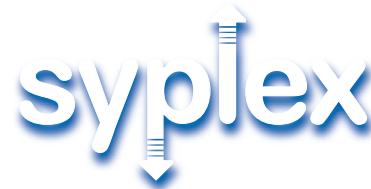
Stuart Gibson has found the Syplex relationship a highly productive one for Arakis:

*If we have an emergency, they respond very fast. They have never failed to get here within an hour and they are highly knowledgeable and skilful. They are also different from some other IT consultancies in that they never try and push the latest hardware and software at us. They only recommend what we genuinely need to achieve our objectives, whether it's extra memory or a new PC. It's easy to be hoodwinked by specialist suppliers, particularly if you are not particularly IT literate, but we trust Syplex implicitly to be as cost-conscious as we are.*

*Our systems run very smoothly, we get excellent value from Syplex and we appreciate the fact that they can respond immediately (either in person or via remote diagnostics). They have never let us down. Furthermore, we always feel like valued customers and they fit in like one of the team when they're working on site. It's a great solution all round.*



# Case Study



## DanioLabs Ltd

**Syplex don't charge excessively and save us time so we can be more productive at our core business.**

**Derek Jones - Executive Director, DanioLabs**

Based on the Cambridge Research Park, DanioLabs is a drug discovery company that identifies and develops novel therapeutics primarily in ophthalmological and neurological diseases (including Parkinson's, Alzheimer's and Huntington's). The company was founded in October 2001 as a spin-out from Cambridge University and the University of California, San Francisco. It received funding from the Cambridge University Challenge Fund and from a DTI SMART Award and in June 2002 raised additional seed funding from Catalyst Biomedica, a business development and new ventures subsidiary of the Wellcome Trust, and Cambridge Angels, a consortium of Cambridge-based investors.

Derek Jones, Executive Director at DanioLabs, explained how the company used Syplex to project manage the installation of their IT and communications systems for the move into new offices:

*We had a blank canvas, right down to there being no cabling at all, so we had a free reign in terms of designing the IT infrastructure and software we needed. We knew about Syplex from another local Bioscience company and they were an obvious choice for us as they have a reputation for being responsive and good value. We didn't need anything particularly special in IT terms as we just use standard Microsoft Office and Outlook, plus a Server and PCs. Syplex responded fast to our initial enquiry, did the IT infrastructure design and got us set up very rapidly. Since that initial requirement, they have supplied additional equipment which arrives on site fully pre-prepped, plus expert consultancy on an ad hoc basis.*

Syplex specified, supplied and installed Microsoft Small Business Server, along with both desktop and laptop PCs with Microsoft Office to provide a cost-effective startup solution. As DanioLabs has grown Syplex have been involved to advise

on suitable IT solutions and provide ongoing system maintenance, for example Syplex have recently installed a wireless network to facilitate expansion into a new office.

DanioLabs has an ongoing Helpdesk Support Agreement with Syplex, which gives them guaranteed response for emergencies, on-site support for maintenance plus telephone Helpdesk and remote diagnostics at other times. Derek Jones is very satisfied with the Syplex service:

*It's highly cost effective for us, and saves us a great deal of aggravation. We're IT literate here, but there's always something we're not qualified to sort out, and Syplex provide service when we need it. Syplex don't charge excessively and save us time so we can be more productive at our core business. They're also very approachable and professional people and, with their track record in IT for Bioscience, have a useful understanding of what our company is about. All round, it's a very successful arrangement.*

If you need expert IT implementation and support Syplex can provide a range of integrated services. We take great pride in our professionalism and offer a range of flexible solutions to meet your precise requirements from desktop support to strategic consultancy. We operate a helpdesk service which provides remote support, ad-hoc on-site support or regular scheduled maintenance visits. By working closely with our clients we gain a sound understanding of the business requirements that underpin their ICT infrastructure.

For IT expertise and support precisely when you need it - call Syplex:

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