

# CASE STUDY

## Bridge Laboratories

### The Situation

When Bridge Laboratories, a global leader in pre-clinical drug evaluation studies, acquired Gene Logic Labs (GLL), a division of Gene Logic, Inc. the company gained 200 employees (tripling Bridge's staff) and three new facilities. The acquisition positioned Bridge as the first pre-clinical contract organization capable of developing drugs to U.S. standards in Asia.

### The Challenge

A successful acquisition relied on Bridge's ability to seamlessly integrate the two companies' data, technology infrastructures and communication systems, without business interruption, under an extremely aggressive deadline.

Factors complicating this transition included:

- **Compliance.** Bridge's highest priority was to ensure that its new systems and processes met all government and industry regulations through the application of best practices, standard operating procedures and business processes and the implementation of compliant technologies.
- **Complexity.** The two companies' infrastructures were built on different services, line of business applications, operating platforms, hardware and telecommunication systems. Additionally, many of the companies' systems and technologies were outdated and required upgrade or replacement.
- **Geography.** The acquisition required the integration of systems, processes and facilities in both the U.S. and Asia.
- **Availability.** The migration needed to be completed in just three months or Bridge would incur additional costs. Additionally, Bridge needed to ensure that none of the businesses involved experienced downtime during the transition.

### The Solution

In the past, Bridge executives had worked with the leadership team of RPM Technologies, a firm that specializes in designing, implementing and managing technology infrastructures for regulated industries. They selected RPM to lead this complex project due to the company's excellent reputation, its experience in pharmaceutical development and contract services and its expertise in:

- HIPAA, Sarbanes-Oxley and FDA Code of Federal Regulations (CFR) including Part 11 regulatory compliance
- Industry best practices
- Design and implementation of secure, redundant and highly-available systems
- Validation processes and methodologies
- Project management methodologies



*“We knew this would not be an easy transition. The key to success was RPM's ability to manage all aspects of the process, adapt to changing requirements, solve problems quickly and keep the process moving.”*

*- Patrik Jeanmonod, CFO  
Bridge Laboratories*

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RPM began by assessing both companies' existing infrastructures. They identified compliance challenges and recommended infrastructure upgrades to meet Bridge's short- and long-term business goals. They then designed, implemented and managed the entire integration process:

- Designed and implemented Microsoft Active Directory
- Migrated Lotus Notes e-mail system to Microsoft Exchange
- Installed VMware servers for application migration and server consolidation
- Designed and implemented network infrastructure and data security controls
- Installed and configured business applications and databases
- Deployed mobile communications platform
- Implemented help desk and ticket tracking system

## The Results

In just three months, RPM Technologies delivered an integrated infrastructure for Bridge's new business unit that featured:

- Compliant technologies, systems and processes
- Highly-available, scalable technologies that support the company's business goals
- A new, more-robust technology hub for the company's expanded global business
- An infrastructure that Bridge can leverage for future business growth
- Significant cost-savings through reduced transition costs

The successful integration enables Bridge to provide the pharma industry with the high quality data required for worldwide regulatory submissions at significant cost savings—a critical competitive differentiator for Bridge.

*“RPM brings more than technical expertise to the table; they understand the operational, business and regulatory requirements of our industry, which is key. And, RPM looked out for our best interests throughout the entire process, which was a huge value-add.”*

*- Carlos Orantes  
General Manager  
& Vice President,  
Bridge Laboratories*

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RPM Technologies' services,  
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