



# Streamlined Information Management

Rockland Immunochemicals, Inc. (Rockland) is a global biotechnology company manufacturing leading-edge tools for basic, applied, and clinical research in functional genomics, gene therapy, and drug discovery markets.

## Executive Summary

Rockland needed a more efficient approach to sharing information across their organization. The lack of a standard mechanism was hindering access to critical product and production data. People within the company were re-inventing research that had already been done, resulting in critical processing delays and slowing time to market.

## Challenges

Rockland, a global leader in the development of products and cell cultures for biotechnical research and in helping solve significant problems in life science. With

its reputation based on attention to detail, customer service, and continuous investment in the tools and technologies required to develop a world-class product line, Rockland turned asked Entech to design and build an intuitive means for sharing a wide array of product information, research results and production data across their organization.

Rockland needed a solution that provided their team with access to documents anywhere, anytime, and it had to be secure and scalable so it could grow as the company grew. Further, the solution would need to include document management and an information taxonomy with metadata to enforce compliance policy and access controls.

## How Entech Helped

Entech's business and technical analysis teams performed a detailed assessment of Rockland's computing infrastructure and existing content management framework. It was determined that while their in-house servers were performing adequately for, a cloud migration would be the best long-term solution. Working collaboratively with the Rockland team workflow audits and knowledge management requirements were evaluated. This led to the development of an information taxonomy framework and metadata schemas to make information accessible and searchable.

A company-wide SharePoint solution was the implemented. That solution included security and user subscriptions tracking with automated document update alerts. Images and other content documents were assigned a standard taxonomy and a new workflow orchestration was designed that provided an intuitive approach for storing, tracking, and managing company-wide information. Documents were categorized and versioned by subject area and other custom groupings

## Results, Return on Investment and Future Plans

The Entech team implemented an MS Sharepoint solution on-time and within budget. In addition to meeting all Rocklands internal operational requirements, the solution enabled Rockland's clients to securely access and search a vast repository of documentation and images.

The use of a subscription's engine with automatic content update alerts enhanced efficiency across product lines. The customer portal eliminated user queries, reducing costs while improving the customer experience.

Today, Rockland can easily facilitate internal exchange of information and idea sharing across the organization.

For more information, visit us at [entech.com](http://entech.com), or contact us: 610-590-2145, email: [sales@entech.com](mailto:sales@entech.com)