



IT SOLUTIONS SERIES

# How Life Science Logistics scaled up from 2 to 300+ computer users

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Built-in redundancy, automated fail-over, customization and integration lead to successful business growth



**“WE PRIDE OURSELVES IN BRINGING THE BEST IN TECHNOLOGY TO OUR CLIENTS. M-QUAL’S ABILITY TO QUICKLY RESOLVE ISSUES, SCALE SUPPORT AND ADAPT TO OUR EVER-CHANGING NEEDS HAS BEEN CRITICAL TO OUR GROWTH OVER THE YEARS.”**

—Joe Fountaine, LSL IT Director

**For over a decade Life Science Logistics (LSL) has partnered with M-QUAL for managed IT services and application development.**

## **Two Partners in 2006**

Life Science Logistics (LSL) was co-founded in 2006 to provide high-quality, flexible and compliant healthcare supply chain solutions. The company wanted to offer pharmaceutical, medical device and biotech clients of various sizes customized solutions. End-to-end control, real-time visibility and state-of-the-art reporting were a few crucial requirements.

From the beginning, the company’s two partners had a full plate. A main challenge included building an IT infrastructure to support rapid business growth. Adaptable and scalable technology solutions were of high importance. LSL turned to M-QUAL to get started.

**99.9%** uptime

**3X** average increase  
in performance



LSL's infrastructure delivers optimal performance. There is no downtime because of Internet connectivity or critical network service outages.

## Supporting 300+ Computer Users Across Five States

Today, LSL has 300+ computer users across five states and continues to work with M-QUAL. Together they deploy solutions to meet increasing workload demands, improve efficiency and satisfy both client and compliance requirements.

LSL's investment in technology is a key selling point for their customers. Integrated web-based applications and a stable internal network deliver ultimate control and reliability. As IT solutions get implemented, scalability and security are always top considerations.

## Built-in Redundancy & Automated Fail-over

One of the key challenges for LSL's growth was minimizing the impact of ISP outages on web, email and cloud services. M-QUAL worked closely with LSL's internal IT team to set up and manage redundant ISP connections as well as implement a fail-over protocol.

In addition, for LSL, its customers and partners, ensuring email continuity is critical. M-QUAL

migrated the company from a single Microsoft Exchange server to five redundant servers with automated fail-over.

To augment cloud services and reliably handle increasing system user requests, M-QUAL also set up an internal SQL database and application server. As a result, critical services are on average 3X faster.

# 50%



**savings of the initial  
cost year-over-year**

## **Custom Application Development & Integration**

M-QUAL has also developed a suite of custom business applications for LSL. They include ticketing, billing, accounts payable and cost tracking programs. The payoff of systems designed to meet customer requirements and work seamlessly together has been significant.

For example, the investment in developing a custom automated chargeback processing system has saved LSL at least 50% of the initial cost year-over-year.

Today, LSL clients use over 1.75 million square feet of secure, cGMP-compliant, VAWD- accredited space. LSL's robust technology infrastructure and integrated platforms provide for easy and reliable distribution solutions out of five best-in-class facilities.

The ongoing partnership between LSL and M-QUAL has addressed increasing workloads, improved efficiency and satisfied both customer and compliance requirements.

**“M-QUAL HAS DELIVERED FROM THE START, SUCCESSFULLY WORKING WITH US ON DATA WAREHOUSING, WORKFLOW AUTOMATION AND COMPLICATED CUSTOM SOFTWARE DEVELOPMENT ACROSS A VARIETY OF FUNCTIONS.”**

—Max Kamhi, LSL Co-Founder



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Contact M-QUAL today to see how we can help you maximize your technology investment for business growth.

Ask for a **FREE** Network Assessment  
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**PERFORMANCE IMPROVEMENT GUARANTEED**

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