

New IT partnership strengthens security, support and standards

Outstanding IT support drives global collaboration

About IntuVigilance

Founded in 2014, IntuVigilance is a global drug safety and pharmacovigilance service provider, dedicated to patient safety. Working in strategic partnership with health authorities and market leaders in the pharmaceuticals industry, IntuVigilance monitors the safety of medicinal drugs, their benefits and risk ratios, as well as collecting adverse reactions that may occur in clinical trials and in products available on the market.

Through its training arm, the PV Academy, IntuVigilance helps to build solid pharmacovigilance (PV) foundations across emerging markets and their healthcare organisations. Headquartered in Rickmansworth, UK, this growing company has an established global footprint across North America, Latin America, Asia Pacific, Europe, the Middle East and Africa.

Business Drivers

Working in the heavily regulated pharmaceuticals industry, compliance and legislation along with data security and reliability are crucial concerns for IntuVigilance.

Already certified across five ISO standards, IntuVigilance was looking for a new IT partner to help them maintain these standards, as well as introduce new, secure ways to store and share all their sensitive documentation with their global teams, clients, clinicians and customers.

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Nimisha Kotecha, Managing Director at IntuVigilance explains: “Our business was growing rapidly on an international scale, and we recognised the need to strengthen our IT environment accordingly. IntuVigilance has a strong reputation in this highly regulated sector, and we were looking for an IT partner of similar standing to support and secure all our IT services.”

The AspiraCloud Solution

The strategic remit for IntuVigilance was ultimately to improve data security and drive collaboration across the business, while meeting all mandatory directives and legal requirements. **Nimisha continues:** “AspiraCloud was recommended to us via another IT supplier, who suggested that because of their extensive experience with regulated industries, combined with their Microsoft credentials, AspiraCloud would be the ideal partner to address our IT needs.”

AspiraCloud initiated the partnership with an information gathering review with IntuVigilance: to evaluate the current situation; propose an appropriate solution that could drive collaboration and boost security for the business – as well as identifying any potential licencing efficiencies. Following this meeting, AspiraCloud recommended and subsequently deployed Microsoft SharePoint to address the company’s document management and global collaboration requirements. Accessible from any device in any location, this would enable users to swiftly and securely read, edit and share documents in real time.

Key Benefits



Improved document management



Collaborative and secure IT environment



New, efficient ways of working



Secure access to critical data from any device



Rapid response to remotely resolve IT issues

This pharmacovigilance service provider also adopted Cloud First Support from AspiraCloud. This remote IT support service manages all IntuVigilance's devices, apps and networks to prevent data threats, as well as application updates and more, to keep the organisation running smoothly on a day-to-day basis. Any IT issues can be swiftly logged and often resolved remotely.



With AspiraCloud, our IT is managed, reliable, secure and compliant – which is paramount in our line of work. We can now confidently collaborate and securely share sensitive data across the globe.

- Nimisha Kotecha, Managing Director at IntuVigilance



Business Benefits

Since adopting SharePoint, the team is significantly more confident when it comes to document management. **Nimisha goes on:** “We work in a highly regulated industry where security is top priority. Not only is SharePoint easy to use. We can now effortlessly collaborate from any device, sharing documents across the globe – safe in the knowledge that our data is completely secure.”

The most important benefit, however, has been the improved IT support across the entire estate. **Explains Nimisha:** “With Cloud First Support, we know that all our IT systems and apps are properly managed, reliable, secure and compliant – which is paramount in our line of work. If anything ever goes wrong, we know the AspiraCloud team is just a phone call away.”

Future Plans

With plans to grow the business into new markets, IntuVigilance remains fully focused on patient safety. **Nimisha concludes:** “We have been working with AspiraCloud for several years now – and we know our IT just works. We look forward to taking advantage of other services, such as crisis management and data loss prevention strategies, to drive data security, boost global collaboration and achieve more for all our healthcare customers.

Why AspiraCloud

As a recognised Microsoft Solutions Partner combined with their industry experience, AspiraCloud completely understood the challenges faced by highly regulated, security conscious organisations.

Nimisha adds: “AspiraCloud makes us feel safe and secure and the quality of their IT support is second to none. With their support, they have helped us maintain our ISO standards. In fact, we often forget that they are an external supplier – the team really feel part of our own business.”



AspiraCloud empowers organisations with the best-in-class productivity of Microsoft 365 Cloud solutions and services, such as Microsoft Teams, SharePoint, and Azure, to confidently kick start your cloud journey for today's modern workplace. Combined with advanced security and device management capabilities to help safeguard your business, we can work with you to build the right, most cost effective and productive Microsoft Cloud solution.

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