

Unchaining Retrophin's Remote Workforce with Egnyte

Compared to the other solutions on the table, Egnyte offered considerably better performance, allowing us to decrease storage costs while increasing data tracking capabilities.

—Amy Benton | Senior IT Director, Retrophin Inc.

The Challenge

Back in 2015, Retrophin made a big decision: the biopharmaceutical firm would consolidate multiple offices in the United States and take its entire IT operations into the cloud. But, when it decided to close all but its west coast (San Diego, CA) facility, Retrophin's data remained on the east coast in a datacenter managed by its MSP.

"Accessing the cloud-share via VPN from one end of the country to another wasn't just painfully slow, our people were losing connection, too. A mandate came down from senior management to 'fix it,'" said Robert Kuhn, Senior Information Technology Manager. Robert and his colleague, Amy Benton, Retrophin's Senior IT Director, had already solved one critical issue in the initial phase of the consolidation; transitioning files from disparate NAS boxes across the multi-office network to a single, cloud-based. Now, it was time to take another major step forward.

"I had come across Egnyte a couple of times and with a little more investigation saw more potential than just performance. We could remove other collaboration blockers as well," added Kuhn. "We needed a solution that would augment our workflows to keep the drug development on track, regardless of the location of each team."



Data security and employee productivity improvements provided Retrophin financial savings in less than a year.

The Solution

Having been impressed by Egnyte's ability to store, provide access, and share files and data from anywhere, Retrophin embarked on what Kuhn describes as "one of the most thorough tests we have ever done," involving all global teams. The feedback was unanimously positive, and Retrophin quickly moved to the second phase of its modernization project; migrating all corporate files and private folders into Egnyte.

"One of the first things we did was link our intranet files back to Egnyte. This gave us a single point of management and ensured the most current files are always on the website. Then we started to see more people using the sharing capability –sharing links outside of the company rather than attaching files to emails or using FTP sites, which has improved our data tracking ability and security," said Kuhn.

In all cases, according to Amy Benton, users found the experience very intuitive and easy to use without any assistance required from IT personnel.

Results

With the vast majority of Retrophin's employees working remotely, speed, consistency, ease of access, and security are all critical. Prior to Egnyte's deployment, the only way for its travelling and flexible workers to access their data was through the firm's Virtual Desktop Infrastructure (VDI), which required a laptop and was often slow. At the same time, IT was limiting VPN access due to performance and security issues.

"Egnyte allows colleagues to instantly access files on their tablets and mobiles. They're not chained to their laptops and can work anywhere. At the same time, we don't get any more requests for VPN access—which gives IT one less thing to manage or worry about," said Kuhn.

COMPANY

Retrophin Inc., founded in 2012, is a fully-integrated biopharmaceutical company dedicated to identifying, developing and delivering life-changing therapies for people living with rare diseases. From San Diego, CA, USA headquarters, it partners with researchers from around the world to conduct clinical trials to study its investigational therapies.

BENEFITS

- Increased performance and productivity across its workforce
- Secured collaboration for virtual teams and partners
- Enhanced information governance and compliance support for GDPR and SOX
- Saved costs by reducing storage and back-up requirements

We negotiated with our MSP to reduce the amount of storage and back-up we needed as a result of moving our data to Egnyte. We've lowered costs by reducing our reliance on external data rooms.

—Amy Benton | Senior IT Director, Retrophin Inc.

With security and compliance being major issues in such a highly regulated sector, Egnyte helps Retrophin track where its data is stored, but also where its data travels. "One thing we have always been asked for is the ability to see if files are being sent in email. If employees are leaving, are they sending emails outside the organization or copying files to hard drives? Egnyte gives us the ability to answer these questions; to track and monitor files, receive alerts and analyze usage," said Amy Benton.

From a compliance perspective, Egnyte gives Retrophin the ability to see where all the sensitive data is within its network –and whether it should be there at all, preventing intellectual property loss. According to Kuhn, with the company operating under GDPR and Sarbanes Oxley, this ability to help classify and categorize data is a real value add.

Alongside the data security and governance boost and improvements in remote worker productivity, Retrophin expects considerable financial savings.



EGNYTE

In a content critical age, Egnyte fuels business growth by enabling content-rich business processes, while also providing organizations with visibility and control over their content assets. Egnyte's cloud-native content services platform leverages the industry's leading content intelligence engine to deliver a simple, secure, and vendor-neutral foundation for managing enterprise content across business applications and storage repositories. More than 16,000 companies trust Egnyte to enhance employee productivity, automate data management, and reduce file-sharing cost and complexity. Investors include Google Ventures, Kleiner Perkins, Caufield & Byers, and Goldman Sachs. For more information, visit www.egnyte.com