



Clear Vascular Decreases IT Expenses by 76% with FileWorks Online™

The Challenge

Pharmaceutical start-up, Clear Vascular, operates as a virtual company with employees and lab service providers located throughout the United States. The company was looking to outsource its server services to relieve the company of server-related responsibilities. It was also time to improve on server security and document access.

The Solution

FileWorks Online™ provides secure online file storage that is accessible from any computer with an Internet connection. It offers a high-level of privacy and security with a flexible, easy-to-use interface.

Return on Investment

After implementing FileWorks Online™ Clear Vascular:

- Decreased IT expenses by an estimated 76%
- Released the CEO from IT duties, allowing him to fully focus on his core competencies
- Increased security and tracking for sensitive research and business data

CASE STUDY

FileWorks, Inc.
www.FileWorks.com

Clear Vascular Decreases IT Expenses by 76% with FileWorks Online™

*Pharmaceutical company avoids server costs and IT consulting fees—
and frees up valuable time—by implementing FileWorks Online™*

EXECUTIVE OVERVIEW

Established as a virtual company, Clear Vascular needed secure and reliable server storage and filesharing for research and company-related data, such as legal documents, contracts, and non-disclosure agreements. Running the company server was becoming impracticable and did not provide the level of security the company desired. Clear Vascular selected FileWorks Online™ as the company filesharing server because it provides:

- Secure online file sharing
- Controlled auditable document access
- A much lower cost than running the server in-house
- Relief from server-related duties, allowing the company to focus on developing the product and the business

BUSINESS PROFILE

Clear Vascular is a medical pharmaceutical company that has developed an injectable radiopharmaceutical for imaging heart disease. Based in the United States, Clear Vascular has a national and international reach.

Virtual companies, such as Clear Vascular, use computer and telecommunications technologies to extend their capabilities. As a virtual company with no defined central office, the company can hire the best job candidates and conduct business with the most qualified service providers without regard to geography. Clear Vascular has no official company facilities....no office building, no company server and no secure area to store one.

THE BUSINESS CHALLENGE

Clear Vascular produces and utilizes sensitive data, such as research, production and QA results. The company needed a Web-based server to support the security and flexibility needs of a virtual company. The server service selected had to be capable of ensuring and substantiating that research data remains unaltered. The company also wanted the ability to control access to company files with limited management overhead. The product must be easy to use so as not to require significant employee or affiliate training time. Most importantly, the company insisted on complete assurance that no data would be lost.

THE FILEWORKS ONLINE™ SOLUTION

When first starting the company, the CEO installed a company server at his home office. He found himself spending a good percentage of his time dealing with server issues, maintenance and backup. He brought in an on-call computer support technician to answer questions. Although he ran a daily tape backup, he felt that disaster recovery methods could be improved.

After extensive research into Web-based options, he signed up for a trial account with FileWorks Online™ and with another filesharing site. He found the other product too difficult to use, but FileWorks Online™ was ideal with its simple user interface and more advanced security features.

“For our use, FileWorks Online™ is the easiest and simplest package I found—and I researched a lot,” he said. “I used one product and abandoned it because it was not as easy to use. Others were more pricey. Others cost a little less, but it’s more important to have the product with the right features.”

Security & Compliance

For tracking and auditing of files, the company assigned one person to handle uploading and filing documents in FileWorks Online™. All researchers who use the account are restricted to downloading information. “We want an audit trail that confirms that we haven’t made changes to a file,” says the CEO, who must ensure that all parties are working from the same copy of research data and that the data remains indisputably unaltered. The FileWorks Online™ file cabinet does not allow a document to be altered and replaced. Instead, new documents must be uploaded as separate files. Each file’s “document history” is readily available and quickly shows a list of those who have viewed the document.

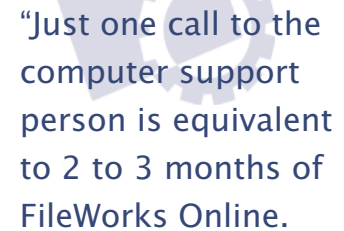
FileWorks Online’s immediate file replication, combined with its other security features, contributed significantly to Clear Vascular’s decision to use FileWorks Online™ as the company’s business server. While data backup is important to all companies, Clear Vascular works with time-critical data. Conducting once-daily backups with an overnight backup system was not sufficient and could result in a loss of data if a server crashed. FileWorks Online™ immediately replicates files as they are uploaded and stores the back-up files in an offsite data center in southern Arizona.

FileWorks Online™ complies with the technology standards required by stringent privacy regulations, such as HIPAA (Health Insurance Portability and Accountability Act). All documents uploaded to the system are transferred using 128-bit SSL encryption. Additional security is provided within FileWorks Online™, where individual files are encrypted while stored on the FileWorks Online™ server. With this technology and audit trails already in place, Clear Vascular eventually plans to file human clinical study data (regulated by HIPAA) in the account.

Any File Format

Word, Excel, PDFs, SMPs...Clear Vascular works with a variety of file formats for its contracts, data, business and other plans, legal documents, non-disclosure agreements and photos. Clear Vascular stores them all on FileWorks Online™.

Researchers and doctors in labs across the United States review the data and review research analysis.



“Just one call to the computer support person is equivalent to 2 to 3 months of FileWorks Online.

With this system, I don’t have to maintain the hardware—and nothing breaks.”

Clear Vascular's COO also reviews documents and data to ensure quality standards have been followed. This involves monitoring processes, procedures and records. Good Manufacturing Practice (GMP) facilities are required to establish that the pharmaceuticals, biotechnology products or active pharmaceutical ingredients they manufacture are of the required quality. Some of the data files created by GMP facilities are output in SMP image format, which is not a standard Windows format. These files—and almost any other file format—can be uploaded to FileWorks Online™. “Windows wouldn't normally accept an SMP file and my desktop wouldn't display it without a special reader,” said the CEO, “but FileWorks Online™ accepts SMP files without a problem. We were impressed that we are able to upload any format of file to the system.”

Controlled Access with Varying Levels of Rights

To interface with labs throughout the country, associates are added to the account as Guests and are given access to specific folders. This system helps keep confidential information private and control which folders each person can view. Within each folder, each Guest is assigned the right to download (or view) files.

Specific Clear Vascular employees are set up as Users on the account and are given full access to the productivity tools and given administrative rights to add folders, add Guests, assign rights, etc. For example, the clinical and regulatory affairs specialist can add as Guests her legal and government agency contacts so she can safely share files with them without exposing the files to outside sources or sending them as vulnerable email attachments.

BENEFITS

As the head of a growing company, the CEO recognizes his time is most valuable when he focuses on biotechnology and bringing Clear Vascular to market. By moving the server operations off-site, he was able to regain the time he previously spent running the server, ensuring data backups, and responding to server issues.

The “time is money” credo alone was critical to his decision to implement FileWorks Online™, but he also experienced significant savings. To calculate the monetary return on his investment, he estimates it would cost a few thousand dollars for a server and related software, plus he was already spending \$100 to \$300 per month for server support. When amortizing the server across five years, this rounds out to approximately \$250 per month. With FileWorks Online's pay-as-you-go billing, the company only pays for the access and storage needed during that monthly billing period. By implementing FileWorks Online™, Clear Vascular immediately decreased his filesharing server cost an impressive 76 percent.

“Just one call to the computer support person is equivalent to 2 to 3 months of FileWorks Online,” he said. “With this system, I don't have to maintain the hardware—and nothing breaks.”

FileWorks Online™ will grow along with the company, providing storage and user access as needed. There are several features of FileWorks Online™ that Clear Vascular has not used, but the CEO anticipates incorporating more of the features, such as the integrated scanning software and electronic signatures, in the future.

“We love the system,” he stated. “As a virtual company it's almost impossible to operate without it.”

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ABOUT FILEWORKS ONLINE™

FileWorks Online™ is an affordable virtual file cabinet for centralized storage and safe sharing of files with anyone, anywhere at any time. Extensive rights controls allow account owners to give others access to the account at varying levels and with varying individual rights. Access to files is tracked and may be reviewed for eDiscovery and audits. Pricing starts at \$29.99 per month, which includes real-person, North America-based customer support.

Delivered online as Software-as-a-Service (SaaS), FileWorks Online™ relieves companies and IT departments of the time and expense burdens associated with running a complex filesharing server. Data is protected by state-of-the-art security. FileWorks Online™ is Intel® Certified, which ensures that it is enabled for Intel® technologies, free of all known significant security vulnerabilities, and monitored for security issues. Extended site validation through Network Solutions' SiteSafe ensures 128-bit encryption during transmission and a \$1 million relying party guarantee. With FileWorks Online, all files are encrypted while stored on the server—a security feature rarely offered by other online document storage services.

FileWorks Online™ increases a business's effectiveness and efficiency with its unique built-in features, including:

- file sharing inside or outside of the company
- email links to direct other users to specific files and folders
- the ability to custom brand the account with a company logo and offer branded login options
- email and text notifications when activities occur in the account
- electronic signatures for legal or internal sign-off on documents
- integrated scanning that takes documents from the scanner directly to specific folders
- online faxing from and into the account
- document notes for making notations with a document