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join excellence

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**Hosting / Housing
Services**



**Regulated ICT
Solutions**

WHO WE ARE

Regulated ICT solutions (rICTs) is the “business line” of Pharma Quality Europe fully dedicated to Information & Communications Technology services.

rICTs team, with a solid background in electronic engineering, has collected a number of experiences in the field of IT solutions, Infrastructure Qualification and Computerized Systems Validation in a huge number of companies of the Life Sciences sector.

rICTs offers a broad spectrum of services and best of breed technologies including the new Hosting/Housing service.



HOSTING / HOUSING SERVICES

HOSTING – **rICTs** can manage your Information Systems in our Server Room on **our Servers**.

HOUSING – **rICTs** can manage your Information Systems in our Server Room on **your Servers**.

In both cases your Information Systems will benefit of the supporting services provided by our Infrastructure:

- Environmental Control monitoring
- Logical and Physical Security
- Uninterrupted Power Supply
- Data Backup
- Off-site storage of Backup media
- Redundant broadband connectivity
- Infrastructure continuous monitoring
- Server Room Qualified and GxP Ready
- Service Desk Support
- Availability in case of fault 24/7
- Assurance of Service Levels through formal Agreements

HOSTING SERVICE CHARACTERISTICS

- Best-of-breed HW technology
- Virtualization Platform based on VMWare vSphere®
- High Availability SAN Storage

TAILORED SOLUTIONS

rICTs offers support in defining the most appropriate solutions tailored to Client’s needs and sustainable both from Business and Compliance point of view.

Fields of application in GxP areas (examples):

- Clinical Studies management Systems
- Pharmacovigilance Systems
- Enterprise Resources Planning Systems
- Electronic Document Management Systems
- Laboratory Management Systems

THE ADDED VALUE

- The Client has the possibility to focus on the Core Business by delegating the burden of managing IT Infrastructure
- Maintenance of Validated Status of GxP critical Systems
- High degree of flexibility and personalization of the service

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