

Case Study: Strengthening Technology Infrastructure and Incident Response for a Biotech Client

Overview

A global leader in medical technology, this biotech client engaged Guidacent to lead two critical initiatives: stabilizing and modernizing its IT infrastructure after a significant technology incident, and providing expert incident response management following a cyberattack. Guidacent's work focused on building resilience, improving governance, and enabling business continuity across the organization.


The Challenge / Opportunity

- **Post-Incident Stabilization:** The biotech client's IT environment required urgent stabilization and a future-state roadmap after a major technology incident.
 - **Cyberattack Recovery:** A recent cyberattack at the client's Texas facility demanded rapid incident response, recovery planning, and compliance documentation.
 - **Growth & Compliance:** The organization needed to strengthen technology infrastructure, data security, governance, and regulatory compliance to support planned growth.
 - **Cross-Functional Coordination:** Success depended on collaboration between IT leadership, application teams, infrastructure, and external vendors.
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Guidacent's Solution

Guidacent delivered a comprehensive program management and advisory approach:

Program Prince – IT Infrastructure Modernization


- **Governance & Performance:** Improved organizational governance, operational performance, and product/service lifecycle management.
 - **Security & Compliance:** Hardened security measures, developed legal and regulatory compliance documentation, and implemented business continuity processes.
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- **Process & Documentation:** Oversaw process documentation, software/vendor agreements, and knowledge transfer to the client's teams.
- **Financial Management:** Built and managed operating and capital budgets, vendor management, and cloud business office.
- **Business Continuity:** Developed disaster recovery plans, IR/DR/BC planning, and cloud-based DR solutions.
- **Program Management:** Led program planning, roadmap development, milestone tracking, risk identification, and cross-functional team coordination.

Incident Response Program – Texas Facility

- **Current State Assessment:** Evaluated the affected network, infrastructure, and applications.
- **Recovery Planning:** Created and executed a detailed recovery plan to minimize downtime and ensure compliance with best practices.
- **Documentation & Compliance:** Developed process documentation that supported compliance requirements.
- **Knowledge Transfer:** Provided training and knowledge transfer to the client's internal teams.
- **Stakeholder Engagement:** Facilitated communications between management, system users, and vendor representatives.

Results

- **Stabilized IT Environment:** The biotech client's technology infrastructure was stabilized and positioned for future growth.
 - **Rapid Incident Recovery:** Minimized downtime and restored operations after the cyberattack, with clear recovery plans and compliance documentation.
 - **Improved Governance:** Enhanced organizational governance, risk management, and operational performance.
 - **Business Continuity:** Established robust disaster recovery and business continuity measures.
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- **Cross-Functional Alignment:** Fostered collaboration and accountability across teams and vendors.
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Best Practices Highlighted

- **Stakeholder Engagement:** Built strong relationships across the organization and with external vendors.
 - **Iterative Delivery:** Used phased implementation and continuous improvement to optimize outcomes.
 - **Risk Management:** Regular risk identification, mitigation strategies, and progress reporting.
 - **Change Management:** Supported organizational change through training, communication, and knowledge transfer.
 - **Governance & Compliance:** Maintained alignment with regulatory requirements and industry standards.
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Conclusion

Guidacent's leadership and expertise enabled this biotech client to recover from critical incidents, strengthen its technology infrastructure, and build a resilient, compliant, and future-ready organization. This engagement stands as a model for effective program management and incident response in the medical technology sector.

Ready to strengthen your technology infrastructure and incident response?

Contact Guidacent today to discover how we can help your organization achieve operational excellence and resilience.

