



INNOVATING MADE EASIER WITH RELIABLE IT PARTNER

Curie Co. is a biotech company that develops clean and sustainable proteins to replace chemical preservatives in everyday products. Their scientists rely on cutting-edge technology to model and synthesize molecules that the world has yet to see.

AT A GLANCE

CHALLENGES

- No Dedicated IT Person In-House
- Needed Consistent Onsite IT Support
- Limited Help Desk Response Rate (No IT Support on Off Days)
- No Mac Support from Current Provider
- Inconsistent Imaging Accuracy for New Workstation Deployments

BENEFITS

- IT Budget Guidance
- Mac & Windows Support
- Custom Server Build Out
- vCIO Quarterly Reviews
- 24x7 Help Desk Critical Support



"We would highly recommend Net Friends, and we have! I've talked to other companies and startups that have moved to the area. We always tell them about our Net Friends experience."

SARVIN PATEL
COO/CFO AT CURIE CO.

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SITUATION

Curie Co., an early-stage biotech startup, moved from Houston to RTP in January 2021 to be closer to the booming Triangle life sciences industry. To gain the best footing, they needed a reliable IT managed services provider (MSP). Curie Co. pursued an MSP referral through a peer biotech firm and called on Net Friends to fulfill the following IT needs:

- **Endpoint Support** – Curie Co.'s employees used a mix of Mac and Windows laptops. However, they didn't have reliable on-site support for their new location in RTP.
- **Server Support** – Their data science team needed a custom server to securely access and store research.
- **vCIO Guidance** – Their leadership team needed strategic guidance to align IT investments with rounds of funding. Without a clear IT roadmap, it would be challenging to articulate upcoming IT priorities and initiatives to their key stakeholders and funders.

APPROACH

Every startup, whether in biotech, software, or retail, relies on a core team of creative professionals. This group works long hours leveraging ingenuity to stretch resources, ultimately in pursuit of something original and advancing.

A high tech startup needs its technology to serve their high-value creatives. However, when Net Friends experts visited Curie Co. to assess their environment, it was evident that the prior MSP had made a classic mistake: they didn't truly understand how startups work, and thus fumbled the opportunity to help Curie Co. meet their implicit IT needs.

As an early-stage startup, with their future riding on the ability to develop world-changing molecules, Curie Co. needed an experienced MSP that understood its unique situation. Given the fact that Net Friends had spent over a decade supporting life-sciences startups, **Curie Co. had found its ideal match to help them accelerate their operational maturity and optimize every IT investment.**

SOLUTION

Curie Co. was the perfect candidate for **NetVisor** Managed IT Services. Priced per user, rather than per device like most MSPs, NetVisor would scale up as Curie Co. added staff. One flat monthly rate included on-site service, Mac and Windows support, and quarterly strategic reviews with a personal Customer Success Manager.

With NetVisor **Managed IT Services**, Curie Co. unlocked:

- **"World-Class" IT Support** – Net Friends' highly-celebrated IT Help Desk delivered expert remote and on-site IT support, so Curie Co.'s leadership and administrative staff could zero in on operations and high-level strategy for their early-stage startup.
- **IT Roadmap & vCIO Guidance** – Curie Co. gained an IT strategy that accounted for the necessary flexibility for scaling as the company grows. Net Friends' vCIO counsel helped them budget and scope long-term plans for critical IT upgrades. The IT roadmap aided Curie Co. in their stakeholder communications for each round of funding.

Key Outcomes

With a **NetVisor** contract in the books, Curie Co. is able to empower staff to stay productive on their preferred operating systems and get timely assistance from a local support center. Net Friends' project coordinators helped Curie Co.'s data science division launch a secure server on Amazon's cloud infrastructure to analyze results in real-time. With Net Friends as a key partner, Curie Co. smoothly expanded to five times their initial head count within 18 months.