



TRANSPUTEC

**HELPING REMEDIATE  
VMWARE  
INFRASTRUCTURE ISSUES  
FOR APCER LIFE SCIENCES**

CASE STUDY

# THE CUSTOMER

APCER Life Sciences is dedicated to providing comprehensive and high-quality services that enable pharmaceutical and biotech companies to deliver safe and effective therapies to patients worldwide.



"The expertise and dedication of Transputec's VMware team were invaluable. Their quick response and efficient resolution allowed us to resume our operations with minimal disruption."

**Atul Rastogi - VP & Head of Information Technology APCER Life Sciences**





# THE CHALLENGE

Apcer was facing a critical issue with its VMware infrastructure. The legacy VMware environment was causing severe OS and database errors that led to issues in performance and availability.

The production environment hosted on this technology hosted and ran APCER's important business process, infra service and data APCER consulted Transputec to help them remediate the errors, and streamline the management to ensure business runs smoothly.





# OUR APPROACH

APCER turned to Transputec. Transputec's team of VMware experts quickly identified the root cause of the issue and worked to resolve it promptly.

The team began by conducting a thorough analysis of APCER's VMware environment. They identified several legacy components/ configuration and design constraints that were causing the issue and provided recommendations for how to remediate, upgrade, and modernise the environment. With their expertise and knowledge of VMware, Transputec's team was able to quickly resolve the responsible issues and implement the changes in just a few hours. In addition, they provided training to APCER's IT team, enabling them to better understand and manage the new VMware environment moving forward.





# THE OUTCOME

APCER's legacy issues were resolved quickly and efficiently. Transputec's ability to identify the root cause of the issue and provide a stable solution was critical in minimising downtime and ensuring APCER's operations ran uninterrupted.

Atul Rastogi, the Head of IT at Apcer, was impressed with how Transputec managed the critical situation with ease. He stated, "The expertise and dedication of Transputec's VMware team were invaluable. Their quick response and efficient resolution allowed us to resume our operations with minimal disruption. Their knowledge and experience in VMware were evident, and we appreciated their ability to communicate effectively and work collaboratively with our team. Thanks to Transputec, we have a more stable, secure, and efficient VMware environment that better meets our needs. We are happy to have Transputec as our go-to people for technology support. Strong relationship combined with their expertise and commitment has rendered us success from time to time."

Atul Rastogi - VP & Head of Information Technology APCER Life Sciences  
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