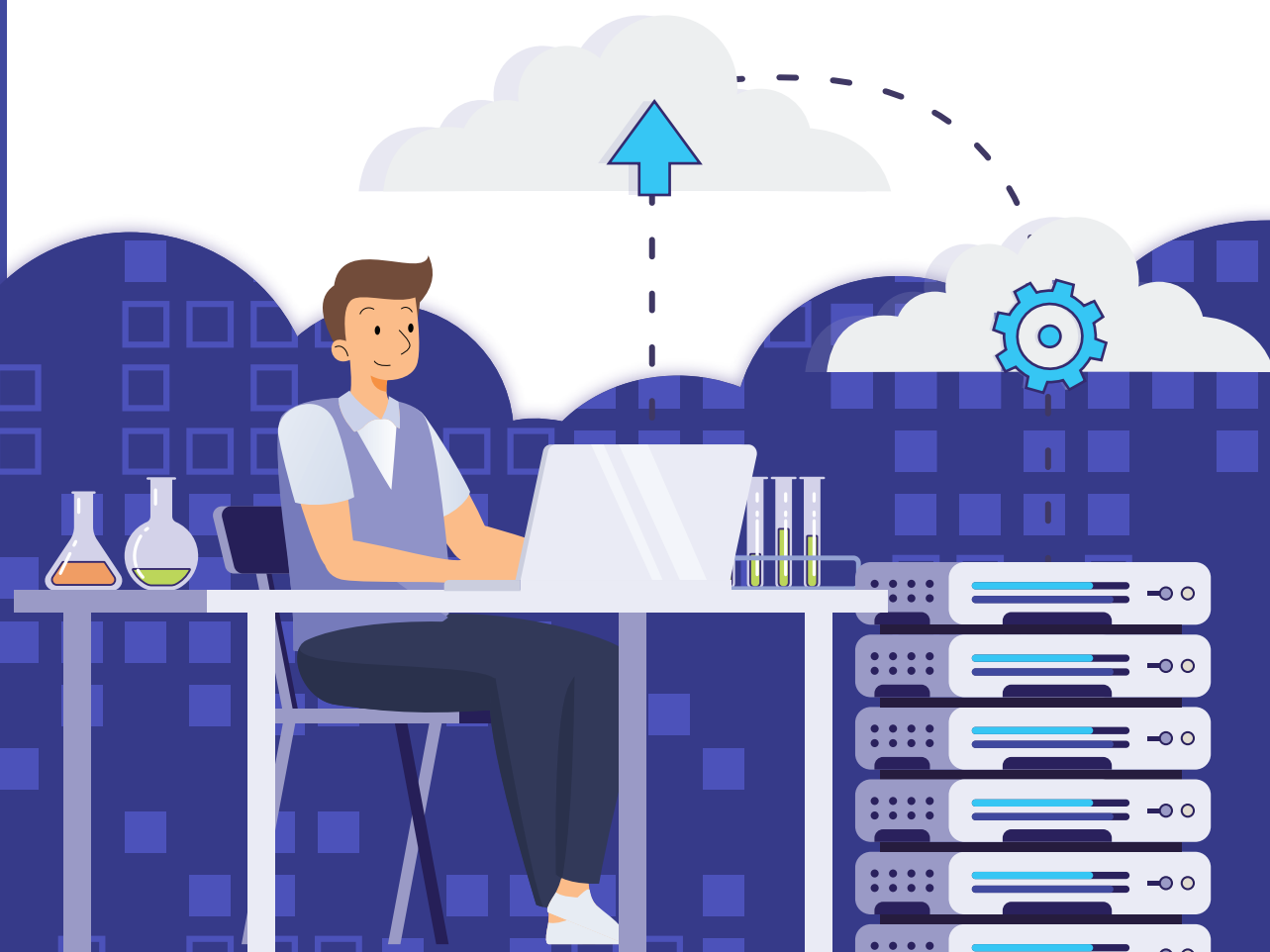# Unlock the Full Potential of Your Research

PTP Life Sciences Cloud Managed Services

Scientific Innovation Needs Robust IT

Life sciences and biotech companies often face significant challenges in managing and optimizing the information technology that supports their development.

Are you experiencing:

Computational biologists struggling to access critical data

Frustrated users not getting their IT issues resolved quickly

Slow network or application response times hindering research

Data scattered across physical drives, Dropbox, Microsoft 365, and Box

Complex data access rights and security challenges

Questions about how to best deploy AI for business impact

You need a partner that understands the science behind your IT.

PTP provides a suite of managed services to support these needs while also operating overall IT infrastructure.

A Different Kind of Managed Services Provider

PTP: The Life Sciences Cloud MSP

Traditional MSPs excel when all tools are standard. But in life sciences, **your people, applications, and speed of business are different.** That's why PTP isn't just an MSP—**we're a Life Sciences Cloud MSP** that helps biotech companies optimize their most valuable asset: their research data.

What Sets PTP Apart?

Life Sciences Focused
We understand the complexities of bioinformatics, lab environments, and compliance regulations.

Experience
Our leadership team has built and led IT services for over 25 years.

Execution
We work at "the speed of the cloud," because your research can't wait.

Concierge Support
Tailored, top-tier support that puts your priorities first.

Relevance
Deep AWS expertise for costly, time-sensitive challenges.

Key Benefits of Partnering with PTP

✓ **Protect & secure your critical research data**

✓ **Rapid response from trained engineers**

✓ **Optimize IT costs with proactive management**

✓ **Stay ahead with expert recommendations on new technologies**

✓ **Reduce downtime & boost productivity**

PTP Life Sciences Cloud Managed Services

CloudOps
Optimize pipelines, enhance performance, reduce costs, and ensure security from the lab to the cloud, with on-demand expert AWS cloud management.

NetOps
Empower teams across the globe to share data, collaborate seamlessly, and instantly exchange ideas to ensure the success of your research operations.

SecOps
Maintain your competitive edge by prioritizing data security to protect your sensitive data and intellectual property from costly data loss.

UserOps
Ensure rapid resolution of end-user IT problems with our white-glove, biotech-focused support specifically tailored to the life sciences sector.

FinOps
Reduce cloud costs while maintaining performance reliability and enhancing resource utilization, budgeting, and robust regulatory governance.
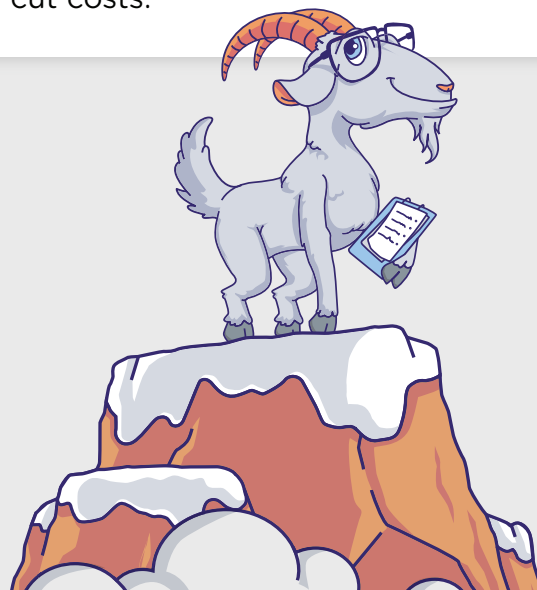
DevOps
Streamline your informatics capabilities by automating your data processing to reduce run-time, improve manageability, and cut costs.

AIOps
Leverage ML and GenAI models for undifferentiated heavy lifting for both science and business process.

People Who Power Your Productivity

Behind every smooth-running lab environment is a responsive, capable IT support team—and at PTP, that's exactly what we deliver.

Our highly trained engineers and support specialists don't just resolve tickets—they solve problems, fast. With a deep understanding of the scientific tools, workflows, and compliance challenges unique to life sciences, we help end users get back to doing what matters most: advancing research.

What Makes Our Team Different?

Biotech-Aware Engineers

We don't just understand technology—we understand your lab. From bioinformatics to complex cloud workloads, our team knows the tools and pressures your scientists face.

Proactive Problem Solvers

We don't wait for problems to escalate. Our team constantly monitors your environment, so issues are addressed before they interrupt your workflow.

Real Human Connection

Our team listens. We meet researchers where they are, explain solutions in plain language, and create a trusted partnership built on responsiveness and respect.

With PTP your IT stops being a roadblock— and starts being a research accelerator.

PTP Cloud Data Managed Services Platform

PTP's managed services platform enables scientists and informaticians to streamline their user-based IT infrastructure and improve overall efficiency.

PTP PeakPlus Managed Services Platform

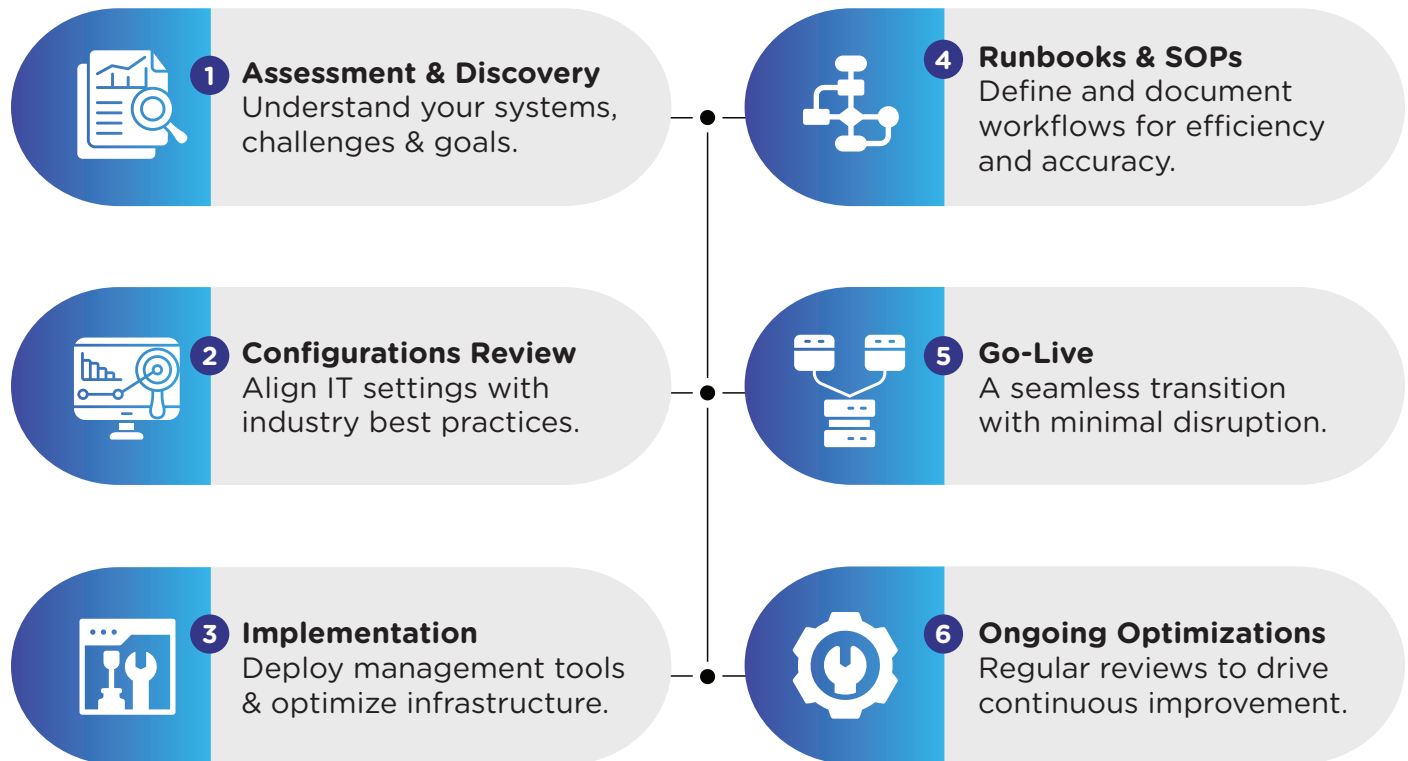| Productivity		Microsoft 365
Support	• Portal • Phone • Chat • Email	CONNECTWISE ptp Infinite Innovation
Automation	• Patching/Updates • API • Monitoring	CONNECTWISE RMM LogicMonitor BACKBOX
Backup	• PC/Mac Backup • M365 Backup	CARBONITE by opentext veeam Powered datto
Security	• EDR/MDR • Email • FW/IPS • MFA	SentinelOne mimecast Cisco Meraki paloalto DUO ARCTIC WOLF Microsoft Defender

Service Levels Designed to Meet Your Needs

You have two service level options when it comes to your cloud data managed services: Elevated or Peak.

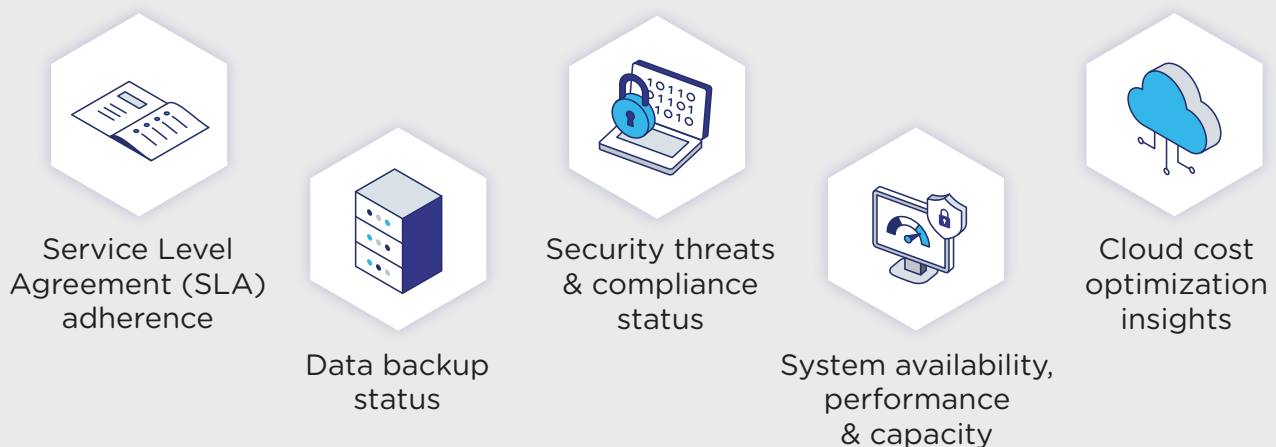| Segment	Service Description	Elevated	Peak
NetOps	Network monitoring, management and maintenance. Includes firewalls, routers, switches, wireless LAN and telecom/internet circuits	✔	✔
	Microsoft 365 tenant administration and support	✔	✔
	PC/Mac computer OS patching management	✔	✔
	Microsoft 365 account backups		✔
	PC/Mac computer backups		✔
UserOps	8x5 Remote end-user support	✔	✔
	Remote access agent for end-user support	✔	✔
	Web portal for support requests and status	✔	✔
	24x7 Remote end-user support		✔
SecOps	Firewall and VPN configuration management	✔	✔
	Endpoint security management and patching	✔	✔
	Email filtering management and patching	✔	✔
	Vulnerability management/scanning		✔

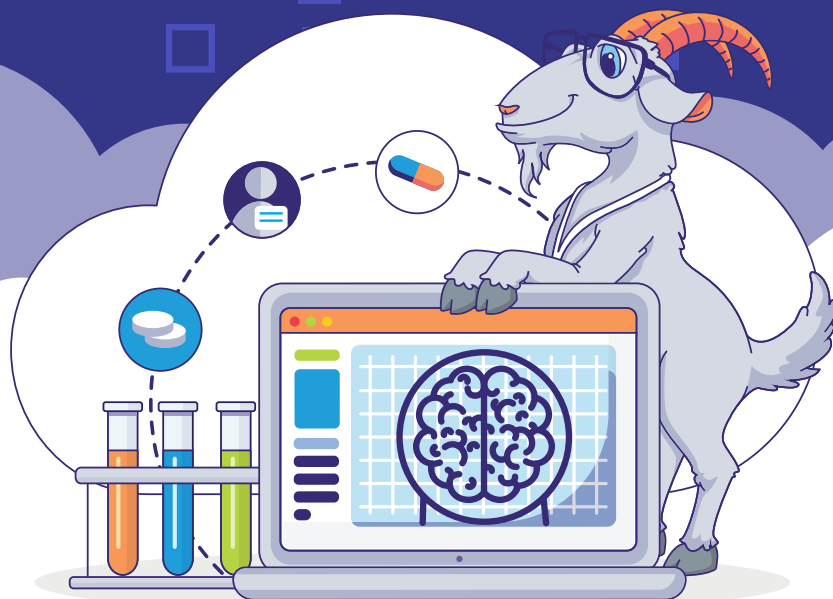# Seamless Onboarding for a Frictionless Experience

We make it easy to transition to PTP's Cloud Data MSP services:

1 Assessment & Discovery
Understand your systems, challenges & goals.

2 Configurations Review
Align IT settings with industry best practices.

3 Implementation
Deploy management tools & optimize infrastructure.

4 Runbooks & SOPs
Define and document workflows for efficiency and accuracy.

5 Go-Live
A seamless transition with minimal disruption.

6 Ongoing Optimizations
Regular reviews to drive continuous improvement.

Proactive Reporting for Full Transparency
We provide real-time insights into:

Service Level Agreement (SLA) adherence

Data backup status

Security threats & compliance status

System availability, performance & capacity

Cloud cost optimization insights

Let's Talk!

Your research deserves IT that understands your science, moves at your speed, and protects your data.

Schedule a consultation today to learn how PTP's Life Sciences Cloud Managed Services can transform your biotech IT infrastructure.

Contact Us

www.ptpcloud.com

info@ptpcloud.com

ptp
Infinite Innovation