

Client Success: Pharmaceutical Company

Business Challenge: The market for this leading pharmaceutical company's products is highly competitive, research and development of new products is costly, and products are subject to compliance with government regulations. This company understands that effectively communicating with employees worldwide at manufacturing plants, R&D facilities and business offices is critical to its success.

Convergent Solution: Convergent upgraded the company's satellite video network to more stable and secure satellite reception equipment, installed new downlink equipment at additional corporate locations and implemented an automated production studio to add capacity and flexibility to an existing broadcast studio facility. Convergent provides ongoing support to the network, which now reaches more than 40 sites in 20 countries in North America, Europe and South America. Services include maintenance, help-desk, satellite space segment in Europe, a 24/7 home channel satellite signal for quick resolution of maintenance issues and transmission and encryption management.

Results: This pharmaceutical company, which has nearly 40,000 employees worldwide, regularly broadcasts corporate communications, new product information and legal compliance resolutions. The company attributes the network with helping to accelerate its business development process and speeding new products to market faster.