

# NOVI

Cyber Security, Cloud & Proactive IT Services

## Case Study

# CarePlus Pharmacy

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Novi enables secure remote working  
and robust backup for CarePlus Pharmacy



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CarePlus Pharmacy is Ireland's fastest growing independent retail pharmacy group, established with the aim of providing a superior pharmacy experience in a friendly local environment. Since opening its first store in Cork in 2015, the franchise has grown rapidly with over 60 locations across the country and a CarePlus Pharmacy at the heart of the community in most key towns and counties in Ireland.

## Challenge

The central CarePlus Pharmacy support team provides a range of supports, including IT services, to every CarePlus branded pharmacy in Ireland. Given the speed and scale of the franchise's growth, the group's needs quickly outstripped the capability of its IT systems and CarePlus required a redesigned IT infrastructure to cater to these rising demands.

Security was a major concern for the group, given the potential of a data breach to expose sensitive commercial data. CarePlus Pharmacy create and share intellectual property across its network and store this in-house along with other valuable data. Therefore, secure data protection and recovery was an important consideration. The franchise also has a growing number of field staff in both sales and support roles. While these employees are out on the road, they require a secure and flexible solution to enable seamless remote access to CarePlus's systems. CarePlus has a small in-house IT team and managing its growing IT systems was proving a challenge, with little time available to focus on growing the business. Finn McCann, Technology and Systems Director, CarePlus Pharmacy commented: "To continue to attract pharmacies

across the country to join the CarePlus brand, it was crucial we augmented our IT resources so we could confidently offer new members access to best-in-breed IT systems and support."

## Solution

To ensure CarePlus Pharmacy was equipped for continued growth, it approached external IT partners about the design, implementation and management of a modernised IT system. Following a competitive tender, Novi was chosen to deliver a comprehensive technology solution for CarePlus based on its end-to-end proactive IT and security focus.

Novi initially oversaw a complete IT migration to a single set of hardware and software to ensure a uniform line of cyber defence with consistent updates across devices. Novi PatchGuard was introduced to automate IT updates to ensure CarePlus systems are always up to date. Novi then implemented further layers of protection to maximise security, including email protection and a next-generation managed firewall.

To further bolster security for CarePlus Pharmacy, Novi implemented its Novi AirGap solution. This provides robust offsite backup of servers, safeguarding CarePlus' data against the event of a disaster or malware attack. To cater for CarePlus Pharmacy's growing support and sales field staff, Novi designed and implemented a new remote access solution allowing these users to securely and seamlessly access CarePlus' servers from any location - greatly enhancing remote working capabilities and security.

## Why Novi

- Passion for helping customers grow through better IT
- Proven cloud and security expertise
- Proactive Service Model
- Flexible managed security and services offering

## The Features

- Automated system updates
- Offsite back-up and continuity support
- Next-gen managed firewall
- Secure remote access



## Benefits

Following its engagement with Novi, CarePlus Pharmacy has enjoyed organisation-wide benefits which have both made the company more secure and enhanced overall business performance.

With support from Novi, CarePlus Pharmacy are now equipped to meet the increasing demands placed on its IT systems by its growing pharmacy footprint. Novi's proactive support and 24/7 network monitoring means issues are now dealt with before they become a problem, greatly reducing unplanned system outages to ensure IT only enables, rather than hampers, staff productivity. Members of CarePlus Pharmacy's sales and support teams who are required to travel to pharmacies across the country, can now easily and securely access the company network and enjoy a consistent and smooth user experience.

The work carried out by Novi has also made the franchise's IT infrastructure far more resilient to cyber-attacks. With multiple layers of security now in place, there is a significantly reduced risk of experiencing a data breach and associated brand damage. In addition, Novi AirGap provides further peace of mind, with all of CarePlus's files, data, operating systems, applications and configuration settings securely backed-up to an off-site location to ensure quick recovery in the event of a disaster or successful malware attack.

McCann said: "Prior to working with Novi, our IT team were spending too much time addressing infrastructure issues. Without Novi, we would have had to significantly

## The Benefits

- Enhanced remote working
- Increased productivity
- Reduced Security Risk
- Business continuity



grow our in-house IT team at a time when competition for talent is high. Novi's expertise solved this problem and enhanced our productivity by eliminating IT downtime and allowing us to focus on our core business.

"As well as enabling growth, Novi has provided us with peace of mind that our data is protected. Despite operating in an environment where the prevalence of SME targeted cyber-attacks are on the rise, Novi has put us at much greater ease knowing we have multiple layers of security features and a secure backup of our systems in place."

### Adopting a partnership approach

Novi operates differently from other managed service providers. Taking a partnership approach, Novi is fully engaged with CarePlus to provide continued maintenance and security of its systems and data, but also to devise a strategic roadmap for CarePlus to enable continued growth through better IT.

George O'Dowd, Managing Director, Novi, said: "CarePlus Pharmacy is the fastest growing pharmacy group in Ireland - with an increasing number of stores and staff, a broader range of services, and an ever-growing customer base. Building trust with customers through excellent care and advice has been key to this successful growth period. With a high performing and secure managed IT infrastructure in place, as well as an IT partner in Novi who are always on the lookout for new innovative and impactful solutions, CarePlus are well positioned to build on this success with continued business growth."

If you feel your organisation is being held back by IT headaches, contact Novi today to discuss how we can transform your business through proactive and secure solutions and support designed to enable seamless growth. <https://www.novi.ie/contact/>

### About Novi

Novi is a secure IT and cloud service provider that is passionate about helping customers grow through better, secure and more reliable IT. Its consistent proactivity reduces cyber security and operational risk, enabling customers to grow seamlessly and faster. Novi lowers security risk for clients by 93% with a comprehensive range of cybersecurity technologies and services to protect customers' data and reputation. Novi offers a world leading cloud solution which enables clients to scale their IT as they grow. Through scheduled onsite visits, proactive 24/7 network monitoring and sophisticated data analytics, Novi detects issues before they become a problem, reducing unplanned system outages by 87%. [www.novi.ie](http://www.novi.ie)

### About CarePlus Pharmacy

CarePlus Pharmacy is a network of franchised pharmacies, owned and managed by community pharmacists, with the aim of providing a superior pharmacy experience in a friendly local environment. The group continues to grow and now operates in over 60 key locations around Ireland. For further information on CarePlus Pharmacy, visit [www.careplus.ie](http://www.careplus.ie)

