Innovative IT Solutions Built on Strong Partnerships and Teamwork

OmniaBio is a technology-focused cell and gene therapy CDMO that specializes in providing advanced cell-based processes and gene delivery services for both autologous and allogenic therapies.

CUSTOMER CHALLENGE

OmniaBio began constructing a new state-of-the-art facility in Ontario, Canada, and needed comprehensive support across all areas of information technology, including infrastructure, networking, hardware, software, and managed services. They engaged the trusted technology partner that had successfully supported their founding company, CCRM.

SOLUTION

Implementing IT infrastructure at a greenfield site while the facility was still under construction, combined with integrating cloud and on-premise systems in time for opening, posed a unique challenge that demanded creative collaboration. Throughout construction, the team maintained full remote operations, delivering reliable networking and Wi-Fi connectivity. To efficiently manage and secure building systems, they implemented an integrated building management system with controlled access. Working closely with the cleanroom manufacturer, the team also designed a networking solution that met strict cleanroom standards and compliance requirements.

The project also established a strong security posture through the deployment of Entra ID and Active Directory (AD), enabling centralized authentication, governance, and proper permission management for all users and devices. In addition, secure remote access was implemented for third- party service providers located in multiple countries, allowing real-time monitoring and technical support for the facility.

A key differentiator was HyperCare, CrucialLogics' managed IT service, which replaced the need for a separate internal ticketing system. Acting as a single, centralized platform for all IT issues, it allowed employees to report problems across any system, which streamlined resolution, enhanced the user experience, and ensured consistent, responsive support.

RESULTS

None of this would have been possible without the deep collaboration between teams. According to Paul Gasko, Senior Director, IT - ERP & GMP Systems at CCRM and OmniaBio, "The [CrucialLogics team] participates in these processes the same way any other internal team member would. In many ways, they feel like an extension of our internal team. By including them in our planning and governance processes, we're able to get the most value out of the relationship."

> *"What I appreciate most is that they don't just force a solution on you. They take the time to understand the problem, work through it collaboratively, and develop something that truly fits. That approach really stands out to me."*
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> — Paul Gasko, Senior Director, IT - ERP & GMP Systems at CCRM and OmniaBio