

# Partner Experience



**Client Industry: Pharmaceutical**

## What issue was the client facing and how did Thrive address it?

Our client faced a dilemma in scaling IT operations to support aggressive organic and external growth within the fast-growing pharmacy industry. As with many clients facing intense scaling demands, IT Operations found that they had tremendous difficulty planning and executing around strategic growth while simultaneously being tasked with maintaining existing support operations. They found the only realistic path to achieve their goals was to find an excellent Managed Services Provider to alleviate tasks that offered no direct competitive advantage to the growth of the business, yet were critical to operations.

In coordination with Avail Partners, Thrive provided pre-sales strategic guidance, technical and operational recommendations, accommodated contractual and pricing needs as well as offered strong onboarding acumen to work toward steady-state. This process has involved dozens of Thrive team members collaborating with Avail and the client.

Avail was pleased to work with Thrive through our process and to create a steady-state where the client can mature quickly and alleviate burdens that may have seemed unsurmountable without Thrive's involvement. It is of great benefit to Avail that we can trust our vendor partners, such as Thrive, to offer as frictionless as possible a means of helping our clients achieve an idealized end-state as quickly as possible. Our goal is to allow our clients to grow by leveraging the competitive advantages that cloud economics can deliver, and Thrive was pivotal for this client.

*Avail Partners*