



ICE's Ultimate Guide to
**EVALUATING IT
VENDORS IN BIOTECH**

CHECKLIST

EVALUATING IT VENDORS IN BIOTECH

- ☐ How long has the IT provider worked with companies in the Life Science Community?
- ☐ How many biotech companies have they supported?
- ☐ Do they belong to any Life Science Organizations? Which ones?
- ☐ What stages of growth have they supported biotech companies through?
 - ☐ Startup
 - ☐ R & D
 - ☐ Clinical Trials
 - ☐ IPO
 - ☐ Commercialization
- ☐ Can they name specific companies they supported from Startup through commercialization?
- ☐ Do they offer 24x7x365 Live Chat Technical Support in real-Time or do they have to wait for the provider to respond to tickets, emails, or phone calls?
- ☐ Do they have engineers with experience supporting Lab Networks, Lab Stations, HPCs, ELNs, Big Data, Bioinformatics, and other IT requirements specific to biotech?
- ☐ Are they SOC 2 Certified?
- ☐ Can they assist you with compliance, specifically HIPPA, ISO, SOX, SOC 2, NIST, CLIA, or GDPR?
- ☐ Do they offer managed cybersecurity services or strictly managed IT?
- ☐ Do they offer a Security Operation as a Service (SOCaaS)? This service provides your company with a team of cybersecurity analysts and engineers using advanced AI platforms to monitor and respond to internal and external threats 24x7x365.
- ☐ What is their bandwidth? How much growth can they support? Could you potentially outgrow them?
- ☐ Can they provide you with referrals from companies they have worked with in the Life Sciences?

