



Stable network connectivity and system availability drive stable business processes across the company



Employees can work more productively as they do not have to deal with data access issues



Efficient IT infrastructure enables engineering teams to deliver top-quality medical products

# MedTech Leader HTL-STREFA Improves Healthy Business Operations with VMware Cloud Infrastructure

HTL-STREFA ships close to 10 million safety lancets, personal lancets and insulin pen needles to hospitals, clinics and laboratories around the world every day, improving patients' comfort and medical professionals' safety on a daily basis. The company's plants manufacture new products round the clock, and the overall process oversight is provided by staff based at the offices in Poland and the US. To support these operations, HTL-STREFA needed a secure and reliable IT environment. Today, a near-surgical level of process stability is a critical requirement for businesses in the medical technology industry, which is why HTL-STREFA worked with VMware Cloud Provider Partner Ergonet to upgrade its data center using VMware Cloud Verified services, boosting the performance and security of its business-critical systems and increasing their availability to more than 99.999 percent.

## Embracing innovation

HTL-STREFA is one of the largest medical technology (MedTech) companies in the world, manufacturing safety lancets and personal lancets that support healthcare professionals in their day-to-day work. In addition, its portfolio includes insulin pen needles that allow patients with diabetes – a condition which is slowly becoming one of the greatest health issues of our time – to monitor their blood insulin levels at home.



HTL-STREFA is Polish MedTech leader. They ship 10 million safety lancets, personal lancets and insulin pen needles to hospitals, clinics and laboratories around the world every day, improving patients' comfort and medical professionals' safety on a daily basis through offices in Poland and the US [www.htl-strefa.com](http://www.htl-strefa.com)

### INDUSTRY

Healthcare

### HEADQUARTERS

Ozorków, Poland

### ABOUT ERGONET

Offering advanced server and operating system virtualization solutions on the Polish market to support business-critical applications. The company was one of the first vendors in the world to obtain the VMware Cloud Verified status in 2018.

### VMWARE FOOTPRINT

- VMware Cloud Foundation
- VMware Cloud Director
- VMware vSphere
- VMware vSAN
- VMware NSX Data Center
- VMware vRealize



In 2014, HTL-STREFA's share in the global safety lancet market in terms of manufacturing volume was around 46 percent, and its share in the global personal lancet market stood at around 15 percent. The Polish medical technology giant owes its success to the excellent product quality and constant pursuit of innovation. In November 2019, the company received GS1's "Innovation Code" award for improving supply chain operations. "The medical technology market is fiercely competitive. To retain its market leadership and the customers' confidence, HTL-STREFA needed to streamline its IT environment, which was responsible for the correct operation of both manufacturing environments and internal line-of-business applications," says Piotr Wojtkiewicz, Senior IT Manager at HTL-STREFA S.A.

### In search of lost performance

Established 20 years ago, HTL-STREFA originally relied on an IT environment developed in-house. The company's own server facility supported its state-of-the-art manufacturing plant in the Lodz Special Economic Zone and the two sales and marketing offices in Poland and the US. As the company's business grew, so did the scale of its manufacturing operations and the complexity of its internal business processes. At the same time, the demands placed on the IT infrastructure were mounting.

"This is why we needed a solution that would enable us to improve the performance and security of our IT systems to match our business growth without having to invest in additional hardware and personnel. Our choice was Ergonet, who provide us with VMware-based cloud solutions," comments Mr Wojtkiewicz.

HTL-STREFA has been using VMware technology since 2013. Recently, however, it became necessary to perform more upgrades and migrate some of the resources to an off-site data center, further improving the availability and security of business-critical corporate systems used in such areas as logistics, accounting or solution engineering.

### VMware technology for peace of mind and healthy business operations

HTL-STREFA turned to its long-standing technology partner, Ergonet, for assistance in upgrading its IT environment. In preparation for the infrastructure transformation, the partner conducted a series of detailed tests and system performance evaluations. The outcomes of that process included the deployment of Ergonet's hybrid cloud, which is based on VMware Cloud Director and the latest versions of VMware Cloud Foundation, consisting of VMware vSphere, VMware vSAN, VMware NSX Data Center, and VMware vRealize. Around 20 percent of HTL business-critical systems and applications are now running in Ergonet's private cloud environment, which is connected to their server facility via a dedicated IPsec tunnel.

"This solution supports the stable operation of our manufacturing systems and line-of-business applications at all our locations in Poland and the US. With VMware-based Ergonet solution, we get the peace of mind that our systems operate in a consistent manner," says Mr Wojtkiewicz.

Based on Cloud Director, vSphere, vSAN, NSX Data Center, and vRealize, the IT environment provides HTL-STREFA with stable network connectivity and ensures system availability in excess of 99.999 percent, thus ensuring business continuity. Today, uninterrupted access to data is key to normal business operations. According to estimates, one minute of downtime and inaccessibility of digital information may cause almost \$8,000 in losses.

"Ergonet's cloud powered by VMware technology ensures that our business data and applications remain accessible following a disaster, be it a cyber-attack or a hurricane," adds Mr Wojtkiewicz.

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**"With Ergonet's cloud powered by VMware technology we can improve patient care and make better experiences to healthcare professionals"**

**PIOTR WOJTKIEWICZ**  
SENIOR IT MANAGER, HTL STREFA

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By deploying solutions that included NSX Data Center and vSAN, the company's IT environment was primed for future growth. HTL-STREFA is now able to launch new line-of-business applications and manufacturing systems much more quickly without having to purchase new IT hardware to upgrade the infrastructure. In effect, cloud accelerates changes not only in IT department, but also across the entire business.

With vRealize, the organization can optimize the app experience enabling HTL-STREFA to scale and grow at their pace. They will gain efficiency by improving visibility and automation, accelerate

company innovation with quick and easy access to services, and improve control while mitigating risk for consistent operations and governance.

### Performance and security in service of the patients

The medical technology market is one of the fastest adopters of innovation in the world. In 2017, more than 13,000 MedTech patent applications were filed with the European Patent Office, accounting for the largest share of all applications at nearly 8 percent. The nature of this market forces companies in the industry to adopt technologies which can enable them to act with the required speed.



“In the medical technology industry, a typical product has a lifespan of 18 to 24 months before a new or improved version is launched. This may put pressure on manufacturing or engineering teams to work quickly and efficiently,” explains Mr Wojtkiewicz. “However, this is only possible when employees have unrestricted and reliable access to the tools and data they need to generate new medical product diagrams and designs. Powered by VMware technology, Ergonet’s cloud delivers that assurance, allowing our people to access the required data wherever and whenever they need to.”

The VMware solutions at HTL-STREFA not only drive stable business processes across the company, but also enable seamless operation of the IT organization and other departments (such as accounting) or engineering teams. The research and development organization uses applications running on VMware virtual machines. Thanks to these VMs, HTL runs the applications needed to design and test new products on a click-and-go basis, which significantly increases organization agility.

“With the stability VMware infrastructure provides us, our employees no longer need to be concerned about potential failures. As a result, they can work more productively as they do not have to deal with access issues,” says Mr Wojtkiewicz.

The ability for HTL-STREFA to work faster and more efficiently does not just benefit the employees or the business itself. It is also an important contribution to the development of the

medicine of the future, which will be based on innovative solutions and an understanding of what the patients need today: tried and tested medical devices for their own personal use. This is why medical technology is not only about complicated machines, but also about smaller, seemingly simple disposable devices such as insulin pen needles.

Their importance in the prevention of diabetes is enormous when you consider the fact that the incidence rate of type 1 diabetes is now four times greater than even 20 years ago. These are small devices on which human life often depends. Everything, from the concept to the design, manufacturing and delivery to medical facilities, must work with surgical precision. This can be ensured by a smoothly operating IT infrastructure.

“With Ergonet’s cloud powered by VMware technology we can improve patient care and make better experiences to healthcare professionals, through delivering top-quality medical products,” explains Mr Wojtkiewicz.

### Looking ahead

To continue improving the security and performance of the systems used by its staff, HTL-STREFA is considering a move towards the digital workplace, including the deployment of virtual desktops with end-user software running in the cloud. Preliminary work has been ongoing for a year now, and a test environment based on VMware Horizon technology has been established with support from Ergonet.



**#HTLSTREFA worked with #Ergonet to upgrade its data center using #VMware solutions, boosting the performance and security of its corporate systems and increasing their availability**