



Quanterix is a Massachusetts based high-growth bio-tech company and a leader in advancing the science of precision medicine. FY2019 revenue exceeded \$56M which was a 51% increase over FY2018.

Business Strategy

The 200+ Quanterix team is focused on executing Quanterix' s aggressive growth Strategy:

- Expand the use of the Accelerator Lab and current RUO products and services
- Play a significant role in fighting infectious diseases, including COVID-19
- Grow nationally and globally
- Expand product suite from RUO to include commercial diagnostics

Current IT Situation

Quanterix recognized that IT must do a lot more to enable business growth. They hired Joel Nichols as VP, Information Systems to lead IT and software engineering. With a full plate of initiatives in front of him, Joel engaged Ahmad Sinno to help develop Quanterix 3-year IT strategy. The purpose of the IT strategy is to enable the Quanterix business strategy and maximize the value of their IT investments. Key challenges are:

- IT is understaffed and not fully leveraged
- Quanterix has been under-spending on IT compared to multiple benchmarks
- IT decisions and spend are decentralized and are creating inefficiencies
- Primary role of IT is to provide HelpDesk services and to “keep the lights on”
- Quanterix has outgrown many of its current enterprise software systems
- Potential business strategy enabling systems are not implemented





Complications

IT herculean efforts are no longer sufficient to enable business growth. In addition to the global COVID-19 problem and the Work-From-Home challenges that is impacting all businesses, Quanterix had the following additional challenges:

- Aggressive business growth plans will further stress current IT's capacity
- Rapidly expanding employee base nationally and globally
- Strict regulatory compliance requirements

Proposed IT Strategy

Effective IT strategies are developed in collaboration with business leaders so that the roadmap and outcomes are aligned to business objectives and strategy. Furthermore, effective IT strategies consider a blend of four key drivers: People, Process, Technology and Financials.

We spent a fair amount of time organizing and analyzing the IT financials, discussing current IT governance processes and understanding the limitations of existing core systems. After many surveys, interviews, group discussions and deliberations our team proposed the following initiatives to be executed over the next 3 years.

People & Process Initiatives:

- Launch an IT Governance group – Prioritize highest value initiatives
- Expand IT Team – Add missing roles, skillsets and experiences
- Standardize IT Audit Reviews – As customer base grows, reduce disruption of time-consuming info sec audits
- Revamp System training – Focus on on-boarding and continuous improvement

Financial & Process Initiatives

- Centralize IT Spending – Eliminate risk of miss-aligned and duplicative IT spend





Technology & Process Initiatives

- Recommended specific actions and a roadmap to implement new systems, replace underperforming systems and upgrade existing systems
- Leverage the cloud for both infrastructure (IaaS) and Software (SaaS)
- Expand use of Data Analytics

“Ahmad and Centric provided a partnership approach with our IT and corporate leadership to work toward an effective IT strategy. It is very refreshing to work with experienced leaders like Ahmad who provide a process but also are flexible to work within a unique environment to provide the best possible outcome. The result really put together a solution that was digestible and actionable for the leadership in the company.”

Joel Nichols, VP Information Systems

