anchor
accord

Industry: Biotech

Product: Medical hardware/software platform

Challenge: Infrastructure lagged behind R&D maturity

Summary

A diagnostics company preparing for clinical deployment faced systemic infrastructure failures, threatening both reliability and regulatory readiness. Anchor Accord mapped the disconnect between product maturity and operational resilience, repositioning infrastructure to become a strategic pillar without over-engineering or budget sprawl.

Critical Issues Identified

Risk Domain	Symptom	Impact
Firmware Management	No version control	Audit gaps
Systems Architecture	Single points of failure	Frequent outages
Compliance	Insecure protocols	Regulatory and InfoSec exposure
Team Dynamics	Unclear ownership, siloed work	Burnout, delayed decisions

Strategy

- Defined a pragmatic DRP and backup model rooted in failure modes
- Mapped ownership across domains

- **Upgraded communication protocols for audit-readiness**
- **Positioned infrastrucure as a multiplier of velocity**

Results

Before	After
Patchwork vendor fixes	DRP with clear ownership
Manual, infrequent backups	Automated backup pipelines
Tech = cost centers	Infrastructure = trust enabler & force multiplier

Key Takeaways

- **Infrastructure is part of the product.**
- **"Invisible" friction accumulates until the architecture buckles.**
- **Design for failure, validate for trust. You can't scale on hope.**
- **Ownership isn't bureaucracy — it's clarity.**