



## Global | Pharmaceutical

# Streamlined, Consolidated ICT Maintenance Helps Pharmaceutical Giant Sustain the Pace of Innovation



## Challenge

- constant demand for innovation to remain competitive
- in-house ICT team too large, leads to high costs and long project lead times
- inefficient IP telephony and security maintenance environment
- too many security vendors to manage

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## Solution

- IP telephony maintenance services in the form of 5,000 MACD credits
- consolidation of security vendors and in-house security services team
- multi-vendor security maintenance services delivered through Global Service Centres

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## Result

- efficient, effective IP telephony maintenance delivered in local languages with on-site engineering support whenever and wherever necessary
- reduced security vendors from seven to four
- reduced in-house security services team from 24 to four/five within each line of business
- increased competitiveness thanks to more streamlined ICT organisation

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The manufacturer was **able to reduce its security team from 24 people to only four or five** in each of its lines of business.

### Challenge

#### Innovate to stay ahead

Staying competitive in the pharmaceutical industry requires a relentless focus on marketing new medicines. Following the medicine's approval, the organisation has only a few years before generics begin to erode the advantage. By that time, the next batch of new medicine should be in the pipeline. A successful pharmaceutical organisation's internal operations should be as streamlined, efficient, and effective as possible. This helps it benefit from excellent global communication, as well as speedy and effective resolution of technical problems, to sustain the pace of innovation at the lowest cost.

Familiar with these demands, one pharmaceutical giant places emphasis on innovation in developing products and services for the early detection, prevention, diagnosis, and treatment of diseases. It's the world leader in in-vitro diagnostics and drugs for cancer and transplantation, and is also active in many other major therapeutic areas. This increases the pressure on all its internal functions to perform, including its ICT division.

#### High overheads, slow turnaround

Recently, the organisation has made an important change in its ICT strategy when it started considering which parts of its global ICT infrastructure and functions it wanted to retain in-house, and which it could consolidate and entrust to external suppliers. Until then, its strategy was internally focused and well-funded. The organisation owned and operated a large, sophisticated communications network and security infrastructure, and employed a comprehensive team of experts and engineers to maintain, support, and manage it. All functions were handled in-house, including the design, roll-out, migration, and operation of Multiprotocol Label Switching (MPLS) technology, security, and all other aspects of its global infrastructure.

Over the years, however, its ICT function grew too large and cumbersome. This contributed to high overheads and longer lead times for large projects, which slowed ICT's ability to respond to, and support, the business's constant need for innovation. A specific MPLS implementation project, for example, took more than 14 months to complete in-house – a slow turnaround for an organisation determined to lead its industry. The business needed to rethink its approach and set itself the ambitious goal of reducing the size of its ICT organisation by as much as 70%, mostly through partnering.

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### Solution

#### Effective partnering

The organisation saw effective partnering as an important element of its new ICT strategy and sought the assistance of experts in the field to help it in areas such as IP telephony and security. It also needed partners with a global footprint in order to serve all its offices and divisions around the world reliably and consistently.

Dimension Data grew from being only a minor provider of low-margin network hardware to the organisation four to five years ago, to playing a much more important role in the manufacturer's global ICT approach. Dimension Data first took on the maintenance of the IP telephony infrastructure in Italy by providing the business with around 5,000 cost-effective credits for moves, adds, changes and deletes (MACDs) delivered against strict service level agreements.

### Consolidated security

Not long after, the organisation also awarded Dimension Data a one-year global contract for the maintenance of its network security, which covered multiple vendors. Dimension Data helped the manufacturer to consolidate its security environment, reducing the number of vendors from seven to four industry leaders. The services were mostly vendor-resell maintenance contracts managed by Dimension Data in local languages through its network of Global Service Centres. This also included on-site, on-demand engineering assistance whenever required.

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### Result

#### Smaller, more streamlined organisation

With the 5,000 MACD credits provided to the organisation's Italian operation, it gets on-demand assistance whenever and wherever needed, delivered against strict SLAs which guarantees shorter delivery times. This is a more cost-effective and efficient solution than burdening the in-house team with mundane and routine tasks. By consolidating its security maintenance to fewer vendors and trusting Dimension Data to provide this service from its GSCs, the manufacturer was also able to reduce its security team from 24 people to only four or five in each of its lines of business. This adds to the manufacturer's competitive edge in the market.

#### Local–global benefits

In particular, the organisation benefits from Dimension Data's local–global capabilities. Through its GSCs, Dimension Data is able to serve the manufacturer's in-country offices in a local language. With on-site engineering assistance whenever and wherever it's required, a personal touch is always guaranteed.

The manufacturer also benefits from Dimension Data's ability to roll out global projects with local people, and to offer local billing options. For example, Dimension Data assisted the organisation in Singapore with a LAN migration project, moving the business from old to new routers. The manufacturer was able to procure the equipment it needed from Dimension Data in Singapore, which helped it avoid international cross-border taxes and legislation. Yet, the project was managed by Dimension Data in Switzerland, with the bulk of the required engineering experts working from Spain.

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#### Services overview

- IP telephony maintenance services
- security maintenance services
- global procurement and logistics services