

Americas | Pharmaceutical

# Pharmaceutical Giant Accelerates its Efforts to Treat and Prevent Disease... and Help Those in Need



## Challenge

- ensure the business remains at the forefront of scientific discovery and innovation
- reduce costs
- eliminate business risk due to lapsed contracts

► [Read more ...](#)



## Solution

- consolidated 57 vendor contracts
- appointed Dimension Data to provide end-to-end management of the network environment.
- upgrade communications environment

► [Read more ...](#)



## Result

- improved performance of internal operations means IT team is able to support the business' appetite for innovation, and desire to improve people's quality of life
- cost savings through elimination of supply chain inefficiencies
- efficient, right-sized building infrastructure

► [Read more ...](#)

Today, **internal resources can focus on strategic endeavours** that support the business's goals of **treating and preventing disease and improving people's quality of life.**

### Challenge

#### Striving to improve quality of life

Working for a leading global chemical and pharmaceutical organisation, around 76,000 employees across the world share a common goal: to create a better quality of life, and improve the health and well-being of people around the world. They achieve this by developing new therapies that treat and prevent disease, and helping those in need.

The organisation was under ongoing pressure to rein in costs while improving its internal operations. One of the ways it was considering doing so was by consolidating its ICT suppliers and dealing with a smaller number of strategic partners. At the time, it had contracts in place with 57 different vendors. Not only was this time-consuming to manage, it also led to inefficiencies in the procurement and supply chain processes. Worse yet, not managing its contracts through proper IT service level management left the organisation at risk of lapsing agreements, or owning devices that were no longer maintained.

Another challenge was the need to undertake a real estate consolidation exercise: the recent acquisition of another pharmaceutical organisation had left the business with excess office space – which was at odds with its cost-saving and sustainability objectives. However, it lacked the necessary internal resources to manage the ICT aspects of the consolidation project.

[▶ Back to summary ...](#)

---

### Solution

#### Supporting the business's appetite for innovation

The organisation elected to centralise its global ICT maintenance activities, appointing Dimension Data to act as the prime contractor. It realised that this would not only ease the management burden, but also ensure a clear understanding and visibility of its maintenance coverage and inventory of assets, at all times. This was critical in ensuring that the IT team could adequately support the business's focus on innovation by providing the appropriate levels of network performance.

Dimension Data's remit included the organisation's WAN, LAN, telephony, and videoconferencing environments.

The organisation also enlisted Dimension Data's professional services team to assist with its real estate consolidation project. Dimension Data's consultants focused on programme management activities, including a thorough consideration of each existing site in terms of size, number of employees, current lease arrangements, and operational expenditure. They used their findings to

identify which site was the most economically and environmentally viable to continue operating. They also identified – and subsequently procured and installed – the appropriate networking, voice, and mobility infrastructure for the chosen site.

Other activities undertaken by Dimension Data included the design and deployment of a global unified communications environment for the organisation, as well as a contact centre infrastructure refresh.

[▶ Back to summary ...](#)

---

### Result

#### Consistent, quality services

Today, the organisation has peace of mind that its global ICT operations are performing as they should, at all times. It's eliminated the risks associated with offline IT infrastructure, such as lost productivity, time, and money. This has allowed it to dedicate its internal resources to more strategic endeavours that support the business's goals of treating and preventing disease, and improving people's quality of life.

Dimension Data's global footprint was key to the success of this partnership. Its geographic locations map closely to those of the pharmaceutical organisation, ensuring a consistent standard and quality of service in both established and emerging markets.

Enlisting the support of Dimension Data's professional services team has enabled the pharmaceutical organisation to expedite its real estate consolidation project considerably ... and eliminate the need for it to recruit and retain its own resources.

The organisation's own customers have also benefited from this engagement: thanks to the refreshed contact centre infrastructure, their queries and requests may be dealt with in a timely and effective manner.

[▶ Back to summary ...](#)

---

#### Services overview

- Uptime Maintenance Service
- contract aggregation services
- consulting and professional services