Pharmaceutical Manufacturer Ensures Steady Supply of Lifesaving Medicine Thanks to Reliable IT Network

Challenge

- maintaining a constant, reliable supply of critical medicine to large, global customer base
- networking infrastructure struggling to support fast-growing, expanding business as a platform for critical communication and data transfer
- network downtime leading to loss of revenue
- the need to solve incidents faster or prevent them altogether

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Solution

- Uptime Maintenance and Support Service with strict service level agreements
- Insite monitoring service

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Result

- more comprehensive, responsive and effective maintenance and support of the voice infrastructure, contact centre, and IP network which increases network reliability and ensures business continuity
- fewer incidents, as well as reduced time to restore network when incidents occur
- fewer network outages interrupting the supply of medicine to organisation's client base and resulting in revenue losses
- own employees able to focus on more strategic tasks which improves competitive edge

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With **stronger support and maintenance**, the manufacturer is **ensured of a corporate network that's always available**, which **improves business continuity and negates revenue losses**.

⚒ Challenge

Medicines save lives

The pharmaceutical industry's contribution to the health and well-being of patients with chronic diseases is undeniable. Without a steady supply of insulin, for example, a diabetes sufferer's life would be in danger, let alone difficult to manage. Even though the provision of medicine is rarely seen in the same light as emergency care, the consistent and reliable supply of medicines is critical to pharmacies, hospitals, clinics, and ambulance services. Medicines save lives.

This is where pharmaceutical manufacturers have an important role to play. One such organisation is one of the largest manufacturers and suppliers of insulin in the world. Headquartered in Scandinavia with a large base in the US, the organisation employs approximately 37,200 people in 76 countries, and markets its products in more than 180 countries. The organisation believes its main contribution is the discovery and development of innovative biological medicines, and making these accessible to patients throughout the world.

Reliable systems are critical

Managing such a global distribution network, along with the manufacturing of medicines according to growing demand, is no small feat. It requires careful planning, smooth processes, accurate and up-to-date monitoring, and clear and effective communication among employees. All of this would be impossible without reliable, modern ICT technology.

The manufacturer relies heavily on its corporate data network as the platform for essential functions such as communications, as well as all other forms of data transfer that make critical information available whenever and wherever its needed. Like most multinational organisations, the manufacturer is also under pressure to support and maintain its infrastructure at lower costs, yet provide services to a rapidly growing and expanding business.

The importance of an always-on network was highlighted some years ago when a technical fault with a switching component caused an all-out failure of the organisation's US network overnight. Since this part of the infrastructure was supported internally within the US and not continuously monitored, the outage wasn't noticed until the next morning. The event interrupted production and, as a consequence, the business lost revenue. It also made the organisation realise that it needed more reliable, global network support and maintenance 24/7 – not only to solve problems faster, but also to ensure that fewer such incidents occur.

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💡 Solution

Relationship of growing trust

Dimension Data's history with the organisation reaches back 14 years and demonstrates a growing level of trust and cooperation. Starting with the procurement, supply, and installation of networking hardware, and minor staff augmentation, the relationship grew to include migrating the manufacturer from a PBX-based system to a complete IP telephony solution (including design and deployment); migrating the organisation from a vendor-provided support service package to an Uptime Service contract; and designing and implementing a global contact centre for 30–40 agents.

Proactive and pre-emptive monitoring

More recently, the manufacturer realised the added benefit that more proactive and pre-emptive operational support would bring to managing its infrastructure. Dimension Data added the Insite monitoring service to its offering, covering the voice system, IP network, and contact centre. Insite is delivered via a combination of secure systems, people, and processes known as Dimension Data's Global System Operating Architecture. This includes a state-of-the-art remote infrastructure management platform to enable the remote delivery of the service.

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◈ Result

Reliable systems, reliable medicine supply

With Dimension Data's Uptime Service, the manufacturer enjoys more comprehensive, responsive, and effective maintenance and support for its corporate network, IP telephony system, and contact centre. The service's strict service level agreements for critical parts of the infrastructure ensure shorter response times when incidents occur, and more efficient repairs and replacements.

Through Insite, Dimension Data is able to remotely detect abnormal events in the infrastructure and manage the timely restoration of the system. The organisation is constantly informed of all aspects of the incident, with measurable performance indicators at each step of the process.

With stronger support and maintenance, the manufacturer is ensured of a corporate network that's always available, which improves business continuity and negates revenue losses, backlogs, and communication failures caused by downtime. With a more robust platform for its ICT, it can continue to deliver a steady, reliable supply of lifesaving medication to its global customers and, eventually, to diabetes patients around the world.

Also, without having to concentrate time and effort on routine support and maintenance tasks, the organisation's own IT employees have more time to focus on strategically important areas of the business, such as supporting the development of new and innovative products through technology. This adds to the manufacturer's competitive edge in the market.

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Services overview

- procurement and delivery of all networking, IP telephony and contact centre hardware and software
- professional services in the form of network and contact centre design and implementation, migration, and project management
- Uptime Maintenance and Support Service
- Insite monitoring service

For further information visit: **dimensiondata.com**