

BOEHRINGER INGELHEIM NETHERLANDS

“Dealing more effectively with alerts has saved us over \$0.5m in lost company-wide staff productivity.”

Jasper Zwarts, IT Network Engineer, Boehringer Ingelheim Netherlands

Background to customer

Boehringer Ingelheim is a leading pharmaceutical company with over 300 employees in the Netherlands. Like many companies, it relies on a consistent and reliable IT service so that business users from different departments such as sales, finance and accounting can function effectively.

Challenges and business issues faced

A key objective for Boehringer Ingelheim's IT department is to provide an efficient service to its business users so any application that relies on the company's servers and networks are constantly available. Maintaining maximum systems uptime is vital and when faults do occur, e.g. with its Windows servers, it is critical that they are immediately rectified.

Whilst Boehringer Ingelheim's existing systems could identify that something had interrupted the normal server operation, there was no method of notifying this to the IT department. A hardware malfunction could easily affect IT service availability for the company which directly impacts on staff productivity. Without access to core services, it is difficult for the organisation to operate effectively.

Once the IT department is aware of an issue, it can be rapidly tackled but there was a delay between problem awareness and resolution. The impact was more severe if it occurred over the weekend and affected the servers, as the support team would typically start work on restoring the servers on Monday morning. This could lead to systems or services being unavailable during key business hours.

Without any method of notification workflow, Boehringer Ingelheim faced an unacceptable level of risk of interruption to its business continuity.

Derdack product that was selected

To achieve this, the company has integrated Derdack's message master® Enterprise Alert into its IT infrastructure. Jasper Zwarts, IT Network Engineer, Boehringer Ingelheim said, “We looked at a number of alternatives but it soon became clear that message master® Enterprise Alert was a robust product and well suited to our requirements. It is a mature package with a reputation of being easy to use and deploy. Working with its intuitive Windows interface makes ongoing maintenance a simple process.”

How/where the product was deployed

message master® Enterprise Alert can be implemented in a short period of time and Boehringer Ingelheim were able to quickly go live on the software. Common faults include interruption to the power supply or the server room overheating and this could lead to servers automatically shutting down. message master® Enterprise Alert is now interfaced with an internal system that monitors the status of the servers and the uninterruptible power supply (UPS). If an event occurs, an alert is sent via SMS to a member of the on-call support team.

Support engineers have 60 seconds in which to acknowledge via SMS that they have received the alert and are responding to it. If message master® Enterprise Alert does not receive this confirmation or message delivery fails, it automatically follows a predetermined

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Netherlands

Industry:

Pharmaceutical

Derdack product:

message master® Enterprise Alert

Business challenges:

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Business benefits:

“By giving us the ability to rectify problems before it affects our business users we have lowered our business risks and message master® Enterprise Alert more than paid for itself after the first two faults were fixed.”

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workflow to escalate the alert to the next person in the chain.

What business benefits has the client enjoyed as a result

“message master® Enterprise Alert gives us complete confidence that any factors that affect our Windows servers will be immediately notified to the relevant support member. Faults can therefore be fixed with minimum impact on the company. This is especially important where they occur over the weekend and we can now minimise the impact on IT service availability during our core business hours. I would estimate that we have improved systems uptime by 1%,” commented Zwarts.

Every time Boehringer Ingelheim is able to rapidly recover from a fault, it saves literally hundreds of hours of staff productivity. The IT department can now offer a more proactive service and maintain high levels of availability which ensures they provide an efficient and reliable IT infrastructure to the business users with lower risk of business interruption.

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Derdack is an independent software vendor offering mobile messaging platforms and notification workflow software. Derdack’s premium products provide clients with unsurpassed service innovation and business continuity. Derdack is recognized for its intuitive yet inspiring software products and has customers in over 50 countries worldwide.

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Boehringer Ingelheim plans to enhance its alerting processes by implementing HP Openview. In order to get the maximum value from this investment, it will be integrated with message master® Enterprise Alert to automatically manage the notification workflow.

“By giving us the ability to rectify problems before it affects our business users we have lowered our business risks and message master® Enterprise Alert more than paid for itself after the first two faults were fixed. Dealing more effectively with these alerts has saved us over \$0.5m in lost company-wide staff productivity. I do not have a single criticism of message master® Enterprise Alert and would highly recommend it to other companies who need notification workflow,” said Zwarts.

Matthes Derdack, Managing Director of Derdack commented, “Boehringer relies on continual availability of its IT systems and the implementation of notification workflow software has enabled the company to react to problems more efficiently and thus operate high levels of business service availability.”

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