

Boehringer Ingelheim France



"After a thorough market review it became clear that the only package that could deliver the required level of intelligent notification workflow with multiple communication channels, at a cost effective price, was Enterprise Alert®."

Anthony Dumais, System Administrator and Project Leader, Boehringer Ingelheim France

Background

Boehringer Ingelheim France is part of one of the world's top 20 pharmaceutical companies.

Business Challenges

Its vision is 'Value through Innovation'. Central to achieving this is maintaining critical IT systems, with a 99.9% or greater uptime. Boehringer Ingelheim France has a large number of IT systems supporting its general business requirements, e.g. an Enterprise Resource Planning (ERP) system. In order to monitor each system, the company used a number of different software packages. In the event of an IT fault, the monitoring systems were capable of generating and sending an alert to a member of the on-call support team.

There were a number of limitations to this system. Alerts were of the one way 'fire and forget' nature which meant that there was no visibility of what happens after the alert has been sent. If message delivery failed, no clear escalation path existed. There is also a complex scheduling calendar that specifies when each member of the support team is available. The requirement to be connected to the alerting system meant that the whole process was time consuming and not flexible.

Boehringer Ingelheim France initiated a project to review all of its monitoring systems and processes. It quickly realized a dedicated product to manage notification workflow was required.

Derdack product that was selected

The company has chosen Derdack's Enterprise Alert® to manage notification workflow for these systems.

How/where the product was deployed

Boehringer Ingelheim France implemented Enterprise Alert® as part of a project to consolidate, rationalize and update all of its monitoring systems. Enterprise Alert® acts as a centralized notification workflow hub. If there is a problem such as an IT hardware failure, the relevant monitoring system (e. g. WhatsUp) generates an alert and this is sent to Enterprise Alert®.

The notification workflow hub then sends the alert to the relevant support member depending on available resources and according to their communication preferences. Problems can then be tackled remotely or via an onsite visit. Typically alerts are sent by SMS and the support member must acknowledge it has been received and acted upon. Enterprise Alert® allows for acknowledgement via the same channel that delivered the alert – a key project requirement. If confirmation is not received

Client

Boehringer Ingelheim France

Industry

Pharmaceutical

Business challenge

Boehringer Ingelheim France wanted to maintain critical IT systems, with a 99.9% or greater uptime. Furthermore, it was important to establish a centralized notification workflow hub and implement a two-way closed-loop notification.

Business benefits

"We have seen a rapid ROI on this project. We are more proactive in how we deal with alerts. Enterprise Alert® is critical to our ability to meet and exceed 99.9% system uptime."

Anthony Dumais

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within a set timeframe, the alert is progressed through an automated workflow. This can include trying alternative communication channels such as a cell phone or fixed line call, and escalation to other team members or supervisors.

Enterprise Alert® has an open architecture capable of accepting a wide range of inputs from other systems. It shields Boehringer Ingelheim France from the impact of any changes to the underlying monitoring systems, as integration with Enterprise Alert® is quick and straightforward. The software already integrates with Windows Server, AS400 and Cisco network applications.

What business benefits has the client enjoyed as a result

Anthony Dumais, System Administrator and Project Leader, Boehringer Ingelheim France said, "Other systems that we looked at could create an alert but lacked flexibility and functionality to follow a resource scheduling calendar. After a thorough market review it became clear that the only package that could deliver the required level of intelligent notification workflow with multiple communication channels, at a cost effective price, was Derdack's Enterprise Alert®. It gives us the ability to efficiently manage our alert notification workflow and minimize risk of business interruption. We can easily change the resource

availability and the software follows a predetermined workflow to communicate with available support resources and escalate alerts as necessary until resolution has been achieved. With incomplete national GSM coverage, multi-channel support has been vital, allowing alerts to be routed by the most appropriate method."

Boehringer Ingelheim France particularly appreciates the two-way closed-loop nature of Enterprise Alert®'s notification workflow. The software also allows Boehringer Ingelheim France to track alerts in real-time and to analyze alerts to identify areas for improvement.

With Enterprise Alert® embedded at the heart of Boehringer Ingelheim France's monitoring infrastructure, the company has a more flexible system in place which provides greater confidence that any IT problems will be swiftly resolved.

Another major reason for selecting Enterprise Alert® was that Boehringer Ingelheim France could see potential business applications outside of the IT department, e.g. communicating via SMS with field based sales reps.

Anthony Dumais concluded, "We have seen a rapid ROI on this project. We are more proactive in how we deal with alerts. Enterprise Alert® is critical to our ability to meet and exceed 99.9% system uptime, and thus ensure our business continuity.

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The support for multi-channel notification workflow, allied to the ease of use and deployment have validated our decision."

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