



Profile

Name: EGIS Pharmaceuticals PLC (member of EGIS Group)

EGIS Pharmaceuticals PLC is one of the leading pharmaceutical companies in Central Europe. Its core activities include the production of pharmaceuticals and active ingredients, pharmaceutical research and development, and sales of finished products and active ingredients.

For more information, please visit www.egis.hu

Industry: Pharmaceuticals

CASE STUDY



atoll technologies

IT operations to ITIL standards

Being a leading pharmaceutical company, EGIS has put a great deal of effort into building and maintaining a secure, reliable and at the same time highly efficient IT infrastructure. To achieve operational excellence, EGIS has implemented the recommendations of the ITIL standard. As part of that process, a configuration management database (CMDB) with integrated workflows was introduced, which, in addition to controlled change management, provides exceptional automatisms to maintain Business Continuity and Disaster Recovery Plans. The solution is complete with a service desk application integrated with the CMDB. Besides operational efficiency, SAMU delivers invaluable reports for both strategic and operational decision making.

Background

EGIS decided to align the functions of IT operations and development with the standards of ITIL. The main goal was to establish an environment where a process-driven change management approach not only ensures effective IT operations, but also provides essential architectural and performance information for decision making.

Challenge

In implementing ITIL best practices, the unique characteristics of EGIS had to be taken into account. In spite of the diversity of application development functions at EGIS (SAP and non-SAP) the solution had to provide one central change management process and service desk. At the same time, different layers of architecture (business, application and information, hardware) required different change procedures.

Solution

Responding to the requirements of EGIS, AAM Technologies implemented the SAMU Suite in the following way.

Modeling EGIS

Having identified the architectural elements to be managed, the architecture model of EGIS was built. Utilizing the flexible meta-modeling capabilities of the SAMU Repository, we have implemented a structure fully tailored to the requirements of EGIS.

Creating the CMDB and populating architectural objects

Extensive interviews and research were conducted to identify and study the individual architectural objects. Findings were populated in SAMU according to the model defined.

Bringing the CMDB alive through integrated change management processes

To ensure continuous updates of the database and to support change management processes by electronic means, the SAMU Human Workflow module was implemented. Flows start by identifying the objects of change – extracted from the SAMU Repository – and get completed by updating the Repository. For security and compliance reasons, the module also ensures that approvals are made prior the change, and provides a full audit trail of any updates applied.

Keeping Business Continuity and Disaster Recovery Plans up-to-date

With the help of SAMU BCP/DRP, we built the plans in a structured manner and linked their steps to architectural components of the repository. In case of a disaster event, plans built in the BCP/DRP module can be executed by SAMU Human Workflow.

Service Desk for demand and incident management

For everyday demand and incident management, SAMU Service Desk was implemented. Being an integral part of the SAMU Suite, it uses the CMDB to determine which architectural object each issue is related to. Change management procedures can be started directly wherever this is required.



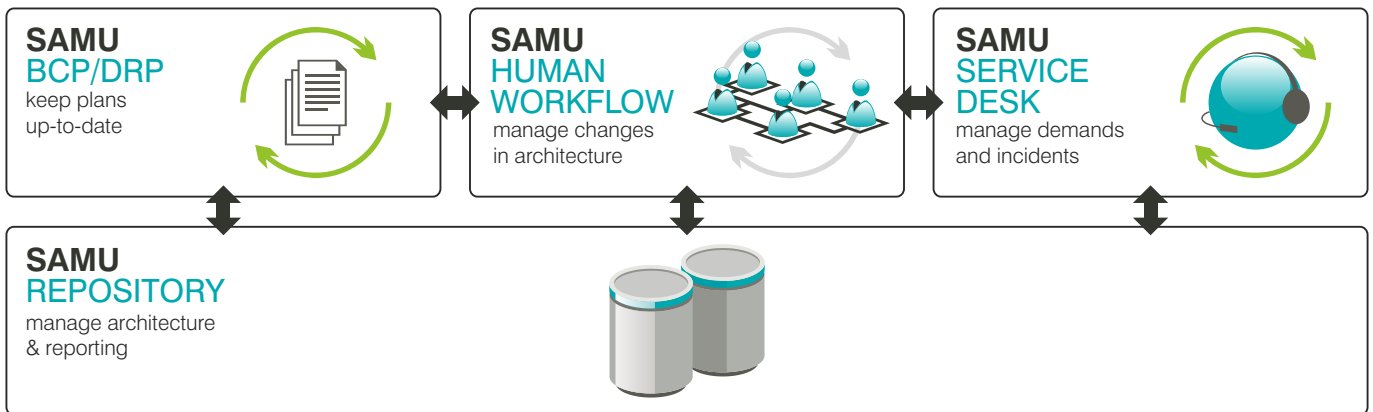
Results

With the integrated solution provided by SAMU, EGIS gained the following:

- A detailed and accurate IT architecture database;
- Manageable IT processes with full audit trail;
- Always up-to-date Business Continuity and Disaster Recovery Plans;
- Dynamic maps and other reports of the environment that support decision making;
- An information source for strategic planning and problem scoping;
- A clear picture of relationships and dependencies among objects for fault spreading and root cause analysis;
- Integrated demand and incident management.

The SAMU Suite has enabled EGIS to build and maintain a system that supports the company with both daily IT operations and strategic planning.

Integrated ITIL solution



Integrated solution has been implemented in EGIS to support operations on ITIL best practices.

How did SAMU contribute to success?

SAMU provided a solution which can be fully tailored to the needs of EGIS, instead of tailoring EGIS to the software. The solution for EGIS comprises the following components:

- SAMU Repository
- SAMU Human Workflow for change management
- SAMU Service Desk
- SAMU BCP/DRP

Besides assisting IT operations at EGIS according to the ITIL best practices, SAMU provides comprehensive reports for planning. The workflows ensure that any change in the organization will take place according to the company policies and a full audit trail is kept.

Plan. Architect. Govern.

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