

# Pharmaceutical company

## REDPEAKS AND SOPRA STERIA HELP A PHARMACEUTICAL COMPANY TO ANTICIPATE THE OCCURRENCE OF PROBLEMS IN ITS SAP ENVIRONMENT

### Ensuring continuity of the vaccine supply chain

This Pharmaceutical company, specialized in vaccines, has a simple mission: to improve the quality of human life by enabling people to do more, feel better and live longer. As a science-led global healthcare company, they research and develop a broad range of innovative medicines, vaccines and consumer healthcare products.

With 13,000 active users, the company's SAP environment is fundamental to the vaccine supply chain and its ongoing R&D efforts. The solution supports up to 1.5 million transactions a day. The Senior Manager of IT Operations of this company confirms: *"A problem with our SAP platform can impact the performance of critical applications – and even take them off line completely. This has massive implications for the production and development lifecycle."*

With help from Sopra Steria and SAP Monitoring Solution Redpeaks, the major Pharmaceutical company has been able to relieve IT administrators from repetitive tasks while improving the quality of IT services delivered to them.

*"In 2014, there was not a single minute of unplanned downtime for our SAP environment, with the help of proactive monitoring,"* comments the Senior Manager of IT Operations.

### End-to-end and SAP Probe monitoring of critical environment

Headquartered in Belgium, the Pharmaceutical company develops, produces and distributes more than two million vaccines every day. As well as helping to combat potentially life-threatening illnesses, such as measles, hepatitis and rubella, the vaccines represent a key revenue stream for them. In 2014, the Vaccines business contributed £3.2 billion (14%) to the company's overall turnover.

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***"We can detect and solve problems faster, which means better IT availability for our users."***  
Senior Manager of IT Operations

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With 30 vaccines already in production and another 20 in clinical development, the Pharmaceutical company must ensure continuous operations across its sites, which includes 14 manufacturing facilities.

With a focus on reducing risk and simplifying its operating model, the company needed to safeguard and optimise the performance and availability of its SAP environment.

*"We needed to take a more centralised approach to monitoring so we could spot problems before they had an impact on the business or our customers,"* comments the Senior Manager of IT Operations.

The IT team also wanted visibility of performance trends from a user's perspective to help safeguard the application experience for users.

*"We needed a solution that would support continuous improvement, enabling us to reduce the risk to business continuity and revenue generation,"* adds the Senior Manager of IT Operations.

SAP specialist Sopra Steria helped the company deploy Redpeaks in 2007 for the end-to-end monitoring of core SAP environments, including its intranet, extranet, laboratory information management system and Documentum enterprise content management platform.

The SAP Monitoring Solution Redpeaks was added in 2012 to monitor core SAP components.

*"We selected Redpeaks because we needed a non-intrusive solution that would be easy to set up and maintain and offered a good price/quality ratio,"* comments the Senior Manager of IT Operations.

Sopra Steria continues to provide long-term management for the solution, as well as being responsible for upgrades.

Philippe Hiernaux at Sopra Steria comments, *“With Redpeaks, the IT team can monitor SAP events to assess performance and response times across the entire IT infrastructure.”*

*“We can detect and solve problems faster, which means better IT availability for GSK Vaccines users,”* explains the Senior Manager of IT Operations.

## Safeguarding the development, production and distribution of millions of vaccine doses

The solution provides a unified and detailed view of SAP infrastructure performance against key performance indicators, supporting best practices and ensuring compliance with service level agreements (SLAs).

Proactive alerts flag service degradations to enable the IT team to take action before users complain. *“Monitoring data is displayed in intuitive, customisable dashboards that provide timely insights into potential issues, which enables us to take rapid action,”* comments André Toche.

Thanks to the solution’s ability to capture performance data over time, IT administrators are able to set thresholds for the networks, storage resources, databases, applications and operating systems that make up the SAP environment.

Using the Redpeaks solution has enabled the Pharmaceutical company to:

- Increase IT productivity
- Free up IT staff to focus on added value tasks
- Reduce costs by optimising the SAP infrastructure
- Improve quality of service for users

*“We can detect and solve problems faster, which means better IT availability for our users,”* explains the Senior Manager of IT Operations.

## Redpeaks

Redpeaks offers innovative monitoring solutions for SAP, which are driven by field expertise. They have developed Redpeaks, a versatile solution for monitoring SAP NetWeaver®, SAP HANA®, SAP S/4 HANA® and SAP® BusinessObjects™ systems. It has been designed to focus on the service quality of customers’ systems while reducing operating costs and complexity. Based on 15 years of SAP® professional services, Redpeaks has embedded their expertise and best practices into a plug and play solution, which can be deployed in a few hours, and has been deployed on several of the largest implementations in the world.

For more information, visit [www.redpeaks.io](http://www.redpeaks.io) or visit the associated LinkedIn page.

## Sopra Steria at a glance

Sopra Steria, a European leader in digital transformation, provides one of the most comprehensive portfolios of offerings on the market, spanning consulting, systems integration, industry-specific solutions, infrastructure management and business process services. It provides end-to-end solutions to address the core business needs of large companies and organisations, helping them remain competitive and grow. Combining added value with innovative high-performance services, Sopra Steria excels in guiding its clients through their transformation projects to help them make the most of digital technology.

More than **50 years of expertise** - More than **46 000 people** - **25 countries** - Generated revenue in 2019 of **€4,4 billion**

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