



case study

Virus updates in under 24 hrs... for over 85% of dial-up mobile

Janssen-Cilag is one of the world's largest pharmaceutical and healthcare companies. It is now able to deliver weekly virus updates in under 24 hours to over 85% of all users over a PSTN network. The company now also has the ability to identify Windows 2000 users that do not perform a regular backup of their local data. Also, for the first time all asset information synchronises with its in-house Configuration Management System. And all thanks to a rapid deployment of Tivoli's TME Enterprise Management Suite by Elyzium Limited.

commitment to
customers, innovation,
integrity, people
and performance

Janssen-Cilag employs approximately 1000 staff in the United Kingdom and Ireland. The company's strength lies in its commitment to customers, as well as innovation, integrity, people and performance throughout the pharmaceutical and healthcare markets.

Information technology plays a key role in the delivery of Janssen-Cilag's mission. With approximately 700 mobile users

and 300 head office desktop and laptop users, effective management of this infrastructure is key.

"Our aim is to become the most innovative healthcare company offering a range of products and services based on customer needs through personal and technological leadership,"

Charles Yarwood, IT Director

THE CHALLENGE

Elyzium was asked to deliver enhanced support for the mobile and head office infrastructure to allow better management of the resources and faster reaction to day-to-day IT challenges.

Because of the mobile nature of the workforce, reaction to new business threats from computer viruses, delivering new business functionality and managing the users laptops could only be done at scheduled times without

impacting the day-to-day operations of the staff. Relying on users to install mass production media or costly returns to base were the only previous options.

The challenge was, therefore, to allow Janssen-Cilag's Infrastructure Services Group to effectively manage their mobile and head office users by delivering timely virus upgrades/ other software packages, manage the inventory hardware/software and have the ability to do this over the standard PSTN network.



THE SOLUTION

Janssen-Cilag selected Elyzium after carrying out a short proof of concept exercise. The selected solution was based upon Tivoli's TME Enterprise Management Suite and included: Software Distribution 4.1, Inventory 4.0, Tivoli Enterprise Console 3.7.1, and Framework 3.7.1.

Other products were evaluated and rejected as they could not provide the scalability and functionality required.

The Tivoli infrastructure software was built on a standard Windows 2000 server platform employing SQL Server 2000 for its key databases. This was based on the customer's internal standard for new servers.

Each Tivoli component addressed specific requirements for Desktop Management - Software Distribution for delivering program updates; inventory for initial scanning of hardware and software, delivering key information regarding the systems serial and hardware specifications; and the Tivoli Enterprise Console catching important events from the systems log. The Tivoli Framework Mobile Support feature underpinned these functions. This allowed enhanced control over distributions, the ability to restart interrupted distributions and report these actions from a central console.

THE BUSINESS BENEFITS

Virus updates are now delivered on a weekly basis with approximately 85% of these delivered in the first 24 hours over a PSTN network, even faster if it was over a fixed line network.

Janssen-Cilag now has the ability to identify Windows 2000 users that do not perform a regular backup of their local data. Also, all asset information synchronises with the Remedy Configuration Management System.

Charles Yarwood, IT Director, stated "The Tivoli project has already delivered significant results and will generate a good return on investment."

"We were astounded at the speed of deployment using Tivoli," added Paul Harris, Infrastructure Manager on hearing the virus updates had hit 85% of dial up users in the first 24 hours.

Without the deployment skills provided by Elyzium, we would not have achieved as much as we have in such a short period of time."

ABOUT ELYZIUM

Elyzium is a specialist systems integrator providing solutions in Data, Storage, Security and Infrastructure Management (including Enterprise Systems and Service Management).

IT infrastructure

- 700 desktops
- 300 users
- Windows 95 and 2000

IBM products

- Tivoli Software Distribution 4.1
- Tivoli Inventory 4.0
- Tivoli Enterprise Console 3.7.1
- Tivoli Framework 3.7.1

Deployment

- Five day proof of concept
- 25 days design & implementation

Elyzium provides a one stop shop approach as a licence reseller, consultancy, training and support partner to IBM and other key software vendors.

As one of the largest independent integrators in the UK, Elyzium delivers IT solutions to a wide variety of customers. It prides itself on the relationships it builds with its clients in developing projects which add benefit to its business users.

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