

OTSUKA PHARMACEUTICAL

Leading pharmaceutical company selected Teneo as Riverbed WAN Optimisation partner

The Otsuka Group conducts business in four main areas of activity: pharmaceuticals, nutraceuticals, consumer products, and other businesses. With an overall R&D spend of 1.8 billion Euro, Otsuka employs over 44,000 employees worldwide and has 26 business operations, 158 factories and products available in over 80 countries across Asia-Pacific, America, Europe and the Middle East.

Since its establishment in 1979, Otsuka Europe has embraced Otsuka's global ethos of 'super people, not super computers'. Otsuka's 600 Europe-based employees focus their passion and energy on ensuring that patients in Europe have access to Otsuka's innovative products and medical devices.

Back in 2010, Otsuka's European head office in Uxbridge hosted the main Data Centre for Europe, which serviced all affiliates. The Data Centre served Otsuka's European staff with a 10Mbps link at the main site and 4Mbps link at the other sites, all connected via leased lines. The majority of sites in Europe were serverless sites, which accessed the head office via VPN Tunnels. Due to the serverless architecture, all offices were totally reliant on the Uxbridge site's systems being available.

THE CHALLENGE: LONG DELAYS ACCESSING KEY APPLICATIONS

At the time, Ali Khan, now IT Director for Europe, had been newly recruited to the role and was responsible for managing and developing IT for Otsuka Europe. From day one, he faced the challenge of dissatisfied users across the whole organisation as a result of poor application performance. Microsoft Dynamics NAV in particular was painfully slow.

Ali described the situation, "The IT team had received reports for some time of poor performance, in particular when users were trying to access data across the WAN. Application performance was throttled, Internet access was slow and it had created dissatisfaction and resentment among end users. Microsoft NAV Jet reports typically were 25-30 MB of data and were taking as long as 10-15 minutes to push across!"

Users at Otsuka were reliant on business critical applications being available at a workable speed. The IT team noticed that over a period of time, users complained of slow performance on key financial transactions. There was huge dissatisfaction among users who worked solely on these systems as a part of their daily role.

 **Ali added that, "Bad IT gives other departments a poor view of the IT function.**

File access and data storage had become a real 'bug bear' and in their frustration, users had taken matters into their own hands and disabled synchronisation with the associated risk to the business of data loss."

Poor performance hindered collaboration between sites. A consolidated infrastructure model was in place. However consolidation produced performance problems caused by latency over the Wide Area Network (WAN). This lag caused applications to become unacceptably slow and threatened the success of an otherwise cost effective and efficient IT initiative.

INDUSTRY

- Pharmaceutical

CHALLENGE

- Improve performance of Microsoft NAV Jet reports
- Resolve performance issues caused by consolidated infrastructure.
- Overcome user dissatisfaction
- Provide performance gains to enable future virtualisation project

SOLUTION

- Deployment of Riverbed's SteelHead WAN Optimisation technology

BENEFITS

- Time to load NAV Jet reports reduced from 15 minutes to 15 seconds
- Accelerated IT within consolidated infrastructure
- Put an end to user frustration
- Raised profile of IT department within the business

Due to these problems, talks had been set up previous to Ali's arrival to help resolve these issues through decentralisation of the IT infrastructure. Ali opposed this move, estimating around 10,000 Euros for increased services and running costs and concluded that decentralisation would be both costly and inefficient.

 ***“Having already recently experienced a WAN optimisation project, the groundwork of looking at bandwidth upgrades and all available technologies on the market had been researched fully. The findings concluded that Riverbed SteelHead was by far the best solution.”***

THE SOLUTION: DEPLOYMENT OF RIVERBED'S STEELHEAD WAN OPTIMISATION TECHNOLOGY

After careful consideration of Otsuka's particular issues, goals and IT aspirations, Teneo and Ali were confident that Riverbed's SteelHead WAN optimisation technology would provide an effective solution.

Ali also attended one of Teneo's WAN optimisation seminars, which had focused on using Riverbed's SteelHead technology to help virtualise and consolidate IT.

Teneo's focused approach of understanding business goals and matching them to efficient IT solutions ensures that IT infrastructure is truly optimised, leading to improved performance, greater user productivity and lower overall IT costs.

Riverbed's SteelHead technology encompasses several different solution areas, unlike individual approaches that only address one single cause of poor application performance. Riverbed accelerates all the most commonly used applications and offered a perfect fit for all of Otsuka's applications.

Teneo recommended a pilot project to Ali for Riverbed SteelHead.

THE BENEFITS: SUBSTANTIAL COST SAVINGS, INCREASED IT EFFICIENCY, INTEROFFICE COLLABORATION AND A HAPPY, PRODUCTIVE WORKFORCE

“There are a number of hard cost savings associated with this technology. The bandwidth savings are only half the story. It's enabled us to maintain a consolidated IT infrastructure and given us the ability to virtualise and back up data over the WAN. This couldn't be achieved without the performance boost of the Riverbed SteelHeads,” noted Ali.

Ali was keen to embark on a virtualisation project in order to increase efficiency and cost effectiveness of the IT within the organisation. Virtualisation produces huge benefits, in terms of the green issues, cost effectiveness and use of resources. Slow application performance was hampering their ability to virtualise. With Riverbed SteelHeads in place, performance issues were addressed, making virtualisation possible.

 ***“Once we'd piloted Riverbed's SteelHead WAN Optimisation solution, the gains in performance were so dramatic that even the MD commented that he was happy that IT issues had been identified and fixed. Things were finally moving and there was absolutely no resistance for us to proceed and roll out the full solution.”***

Otsuka, like most organisations, needed to be able to extract greater productivity from fewer people and needs to make sure staff have fast access to information and applications. IT has been leveraged to successfully optimise business efficiency and achieve IT and business goals.

Ali concluded, “The profile of IT has been raised within the organisation. We've put an end to frustrated users while avoiding expensive bandwidth upgrades. Deploying the Riverbed SteelHeads was a 'win-win' situation, reducing costs while also improving business efficiency.”

The profile of IT has been raised in the business



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