

GLOBETEAM



Case story: NeuroSearch

NeuroSearch cuts down the operating costs

- with the MOM 2005 solution from Globetteam



NeuroSearch cuts down the operating costs

NeuroSearch has with Microsoft Operations Manager 2005 (MOM 2005) structured and automated their IT operation. With assistance from Globeteam, NeuroSearch has succeeded in integrating and using the surveillance tool efficient and thus optimized the company's control with the IT environment. This has released internal resources to new, forward pointing initiatives that all support the company's commercial needs and goals.

As a biopharmaceutical company that earns its money by doing medical research and development within the central nervous system – the so-called CNS products – IT is very important to NeuroSearch. Therefore, IT demands daily surveillance and development. Because the IT organization is relatively small and the quantities of reactive operation jobs are increasing, a need arose to introduce a tool that could assist the company in getting the operation structured and automated. *“One of the demands that we made to the solution was that it had to be a product that could add best practice to the organization. It had to be easy to work with, manage and expand. Finally, the solution should preferably be based on Microsoft products, because standard is the code word at NeuroSearch with it comes to IT”,* says Rasmus Holt, who is the systems administrator at NeuroSearch.

Proof-of-concept was the decisive factor

The choice fell on the MOM 2005 solution that uses Microsoft's best practise for the operation of Microsoft systems and is fully able to be integrated with the entire infrastructure in NeuroSearch. Before the introduction of MOM 2005, there was arranged a proof-of-concept that should demonstrate that MOM really was the tool that could meet NeuroSearch's challenges. The workshop was handled by the consultancy Globeteam and contained among other things a going through of MOM, an establishment of a test platform plus education and instruction in the use of MOM. *“After the workshop we didn't doubt MOM's usefulness and therefore decided to introduce the surveillance tool widely in all NeuroSearch's business critical IT systems”,* says Rasmus Holt and continues: *“The workshop was handled very professionally by Globeteam. The knowledge we gained during the workshop made it possible for us to implement and conduct the installation. However, this had to be supplemented with an operation support arrangement, where Globeteam were used as a sparring partner - as occasions required it.*

**Problem:**

NeuroSearch's IT organization is relatively small. The actual operation of 24 servers are attend to by three men that due to growing operation jobs – as the IT platform is gradually extended – have a need for an operation tool that can structure and automate the operation and thus release resources.

Solution:

The introduction of MOM to monitor all the business critical IT systems. In connection with the introduction of MOM, a proof-of-concept was arranged where Globeteam among other things went through MOM in relation to NeuroSearch's demands and wishes, established a test platform plus educated and instructed the employees in the use of MOM.

The project was supplemented by an operation support arrangement, where Globeteam currently is used as a continuous sparring partner in connection with MOM.

Advantages:

MOM gives a quick status and overview over the servers at NeuroSearch. With MOM, the IT organization has received a tool with the prospect of using Microsoft's best practice for operation of Microsoft systems. MOM is adjusted to NeuroSearch's specific needs and demands and has result in both economical and administrative gains.

NeuroSearch:

NeuroSearch is a listed biopharmaceutical company with focus on medical research and the development of drugs for illnesses that today doesn't have a sufficient treatment. The company employs 190 employees of which 161 works in research and development.

"NeuroSearch has gained a sensible return on the investment in MOM. The operation tool is easy to use, very efficient and easy to expand", says Rasmus Holt, system administrator in NeuroSearch.

Efficient operation - every day

With MOM 2005, NeuroSearch has obtained a tool that guarantee an efficient, safe and proactive surveillance. *"MOM consolidates all the errors in one console, which gives us a quick overview and a possibility to predict incidents in the IT infrastructure before they become critical and noticeable for the business. This, combined with an unambiguous and integrated division of labour in the IT organization, makes the tool efficient and optimal for our company",* says Rasmus Holt.

- *"We experience it as a significant improvement compared to earlier, where we manually had to monitor the servers of the house. Lack of disc storage, in connection with our Exchange and SQL Server, could then have been critical. Now, we are alarmed and can act proactively - simultaneously with Microsofts Product Knowledge providing us with advise about how to solve the current problem",* he says.

In the future, without a surveillance system, it wouldn't just be difficult to meet NeuroSearch's wishes concerning the service standard on the IT, but also meet the constant growing demands to the pharmaceutical company's ability to fast alteration.

More resources for new initiatives

Too many resources are used on the operation of IT infrastructure. Studies show that some companies use up to 70% of their resources on maintaining the operation, while only 30% are used on development. *"The scale, however, is not like that at NeuroSearch any more",* says Rasmus Holt. However, he doesn't know the precise numbers, but underline that NeuroSearch in some areas consider the surveillance tool as an extra employee in the IT department, who releases resources to look ahead and add value to the company. *"MOM has lived up to our expectations and has given us space to concentrate on development jobs in the house",* concludes Rasmus Holt, who are clearly enthusiastic about the solution and the operation support arrangement, NeuroSearch has with Globeteam. An arrangement that helps ensure an optimal use of MOM and thus control with the IT environment.

"We have been very satisfied with the co-operation with Globeteam, who's assigned consultants have been great at uncovering NeuroSearch's need plus providing qualified input and help through the entire implementation- and anchoring process", says Rasmus Holt, system administrator in NeuroSearch.

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