

# GSK Vaccines

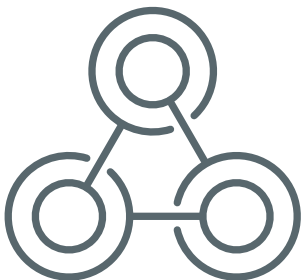
CA Unified Infrastructure Management and Sopra Steria help GSK Vaccines to anticipate the occurrence of problems in its SAP environment

## CLIENT PROFILE

**Industry:** Pharmaceutical

**Company:** GSK Vaccines

**Employees:** 17,400 (with affiliates)



**1.5 million**  
TRANSACTIONS A DAY PROCESSED  
BY SAP ENVIRONMENT

## Ensuring continuity of the vaccine supply chain

GlaxoSmithKline (GSK) Vaccines' mission is simple: 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, GSK Vaccines researches and develops 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. André Toche, Senior Manager of IT Operations at GSK Vaccines, confirms: "A problem with our SAP platform can impact the performance of critical applications – and even take them offline completely. This has massive implications for the production and development lifecycle."

With help from Sopra Steria and CA Unified Infrastructure Management, GSK Vaccines has been able to relieve IT administrators from repetitive tasks while improving the quality of IT services delivered to GSK Vaccines.

"In 2014, there was not a single minute of unplanned downtime for our SAP environment, with the help of proactive monitoring," comments André Toche.

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

Headquartered in Belgium, GSK Vaccines business 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 GSK Vaccines. In 2014, the Vaccines business contributed £3.2 billion (14%) to the company's overall turnover.

“We can detect and solve problems faster, which means better IT availability for GSK Vaccines users.”

**André Toche**

Senior Manager, IT Operations, GSK Vaccines

With 30 vaccines already in production and another 20 in clinical development, GSK Vaccines 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 André Toche.

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,” comments André Toche.

SAP specialist Sopra Steria helped GSK Vaccines deploy CA Unified Infrastructure Management 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 CA Unified Infrastructure Management SAP Monitoring Probe was added in 2012 to monitor core SAP components.

“We selected CA Unified Infrastructure Management because we needed a non-intrusive solution that would be easy to set up and maintain and offered a good price/quality ratio,” comments André Toche.

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 CA Unified Infrastructure Management, the IT team can monitor SAP events to assess performance and response times across the entire IT infrastructure.”

**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 CA Technologies solution has enabled GSK Vaccines 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 GSK Vaccines users," explains André Toche.



Sopra Steria, European leader in digital transformation, provides one of the most comprehensive portfolios of end to end service offerings in the market: Consulting, Systems Integration, Software Development, Infrastructure Management and Business Process Services. Sopra Steria is trusted by leading private and public organisations to deliver successful transformation programmes that address their most complex and critical business challenges. Combining high quality and performance services, added-value and innovation, Sopra Steria enables its clients to make the best use of information technology. With 37,000 employees in over 20 countries, Sopra Steria had pro forma revenue of €3.4 billion in 2014.

Sopra Steria Group (SOP) is listed on Euronext Paris (Compartment A) – ISIN: FR0000050809

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