



# ICT in good hands.

- PharmaZell was founded in 2006 from the US company Noveon, a member of the Lubrizol Group, as a result of a management buy-out
- T-Systems hosts the company's entire ERP system at a dedicated data center
- PharmaZell benefits from scalable, demand-driven resources
- Thanks to the CompanyConnect service, the pharmaceuticals player has broadband Internet connectivity and Voice over IP

**Comprehensive services:** T-Systems hosts PharmaZell's entire ERP system on servers at a dedicated data center in Düsseldorf. And within the scope of the contractual agreement, the IT service provider is also responsible for operation of the software. The pharmaceuticals company now benefits from resources that can be scaled up and down in line with changing demand. That means it can concentrate on its core competencies – the development and production of active ingredients.

## The customer.

**Guaranteed high quality at a competitive price.** PharmaZell develops and produces active ingredients and intermediates to specific requirements and helps customers register their products. The organization was founded in 2006 from US-based Noveon, a member of the Lubrizol Group, as a result of a management buy-out. PharmaZell has sites in Germany, Denmark, and India. Thanks to intelligent and flexible use of its international production plants, PharmaZell can provide leading



pharmaceuticals brands with cost-effective solutions. Headquartered in Raubling, near Munich, the enterprise currently employs 500 staff.

## The challenge.

### Going it alone – successfully.

Following the management buy-out, PharmaZell had just six months to establish its own ICT infrastructure, and was looking for a reliable outsourcing partner. The newly founded company had to create its IT architecture from scratch because, after an initial period of six months, it could no longer leverage Noveon's Oracle-based ERP system. In addition, PharmaZell wanted a provider who could operate its existing Voice over IP solution from Cisco.



Dr. Oliver Bolzen, Managing Director of PharmaZell, explains why choosing the right partner was simple: "T-Systems already has customers in the pharmaceuticals industry. And that was a key criterion for us. What's more, as we operate internationally, it was vital to get a global outsourcing expert on board. T-Systems has its own secure, certified data centers across multiple continents. So the ICT specialist can implement projects successfully, within an extremely tight timeframe."

## The solution from T-Systems.

### An ideal partner for the midmarket.

As a recently established, midsize enterprise, PharmaZell does not have its own data center. That's why the company turned to T-Systems – and signed a hosting agreement with the IT expert. Now, T-Systems manages and operates PharmaZell's entire ICT infrastructure at its data center in Düsseldorf.

Tectura AG, a T-Systems partner, was responsible for migrating the data from former parent company Noveon's data center in Ohio, USA to Düsseldorf. PharmaZell opted for Microsoft Dynamics NAV as its new ERP solution. The standardized software includes modules for financial accounting, quality management, procurement, sales, customer-relationship management (CRM), manu-

facturing, warehouse/inventory management, and logistics. Employees at PharmaZell's German offices now use barcode scanners with an online connection to help streamline materials management. Moreover, staff can access all software modules via terminal clients with the help of Citrix technology.

To prevent downtime, PharmaZell's sites have redundant connections to the data center. T-Systems' CompanyConnect service provides dedicated Internet access for the organization – with high availability and speeds of up to 2x2 Mbit/s. What's more, the comprehensive offering includes backup for the entire system in line with statutory requirements. Furthermore, PharmaZell employees in Germany leverage Cisco CallManager operated by T-Systems to make and receive phone calls. Detlef Belstler, Head of IT at PharmaZell explains: "The outsourcing arrangement has definitely paid off. It's difficult for a midsize company going it alone to fulfill all its ICT requirements entirely with in-house resources. But now I simply coordinate with data-center staff several times a week. And the rest of the time, I can concentrate on the strategic development of our ICT landscape."

## The future.

### Connecting sites across the world.

High, defined availability, high security thanks to SSL, transparent costs over 60 months – and project completed six weeks ahead of schedule: What more could a customer wish for? What's more, as Belstler says: "We need a solution that's up and running around the clock, and one we don't have to operate ourselves." And again, T-Systems has an answer. The pharmaceuticals player can now concentrate fully on its core competencies and can step up resources, such as CPU, storage and applications, as and when required – and scale back down when they're no longer needed.

"The entire preparation phase and go-live went without a hitch. And since then, the solution has been running smoothly and without interruption," states a satisfied Oliver Bolzen. The company's two facilities in India are also very impressed, and will be connected to the back-up system in the near future. And colleagues in Denmark will soon benefit from Cisco CallManager, too: "We aim to introduce this innovative technology step by step, enabling us to keep up with the latest developments and cut costs," explains Bolzen. And what's more, as the Managing Director continues: "Companies who have to hook up sites around the world, need a long-term hosting agreement with a reliable and experienced partner."

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