XKS Limited – Case Study

Novartis Outsources iSeries Support to XKS

The Company

Novartis Pharmaceuticals is a world leader in discovering new treatments for diseases that cause suffering to millions of people in the UK and around the world.

In the UK, Novartis is one of the largest suppliers of medicines to the NHS and is committed to improving health and well being through innovation.

Novartis Grimsby is located in North East Lincolnshire, on the outskirts of Grimsby and Cleethorpes and employs 400 staff. The site at Novartis Grimsby covers around 226 acres. Production first started in 1951 and the site is now a key manufacturing facility for Novartis Pharmaceuticals.

Situation

Novartis Grimsby underwent a review to identify where the company could streamline and cut costs within its business.

The iSeries is a solid and extremely reliable platform with errors and failures a rare occurrence. Although system support was required, the nature of the platform meant there were few incidents and reasons for intervention.

What Novartis required was a service to ensure any incidents could be identified and resolved immediately without the expense of a full-time on-site support team.

XKS has a structured help-desk and support environment set-up at its office, which is ideally suited to the requirements of Novartis.

Through a business partner, XKS was introduced to Novartis and subsequently awarded a three-year contract providing remote support 7-days a week covering the following areas:

- iSeries Technical Support and Management
- Disaster Recovery
- Security Planning
- Job Scheduling
- Performance Capacity Planning and Monitoring
- Housekeeping / Archival
- User Administration
- Device Configuration

Support times cover office hours 5-days a week and for 10 hours a day during weekends.

Some of the packages running on the company's iSeries inclues BPCS, Planned Maintenance, Payroll, a RAD Tool called magic and BACS.

Our support set-up means that we can easily accommodate Novartis' requirements alongside other support contracts resulting in a more cost effective support solution for our customers without compromising on service levels.