



...about the Company

Farmanet, an Argentine pharmaceuticals distributor with 10 years of experience in the field, was created by five industry giants: Bayer, Boehringer Ingelheim, Casasco, Gador and Novartis. Today it offers its medicine distribution services across the country, not only to the founding companies, but also to 20 other laboratories. Farmanet's customers enjoy a high level of technological support and a dynamic decision making structure. Farmanet takes care of the sale and billing of the pharmaceutical products it distributes, in addition to administering stocks and inventories.

Farmanet, a pharmaceuticals distribution company, uses Tango/04's VISUAL Message Center for monitoring their nightly billing process. With specific controls for iSeries and Windows, it ensures data consistency, improving the sales, billing and inventory information services they provide to their sales force and customers.

Farmanet services are characterized by its use of last generation technology. It is a way to differentiate its services and offer additional benefits to its customers. "One of our company's competitive advantages is the continuous use of latest innovations in the control and monitoring of the services we offer to laboratories", explains Alberto Canova, Famanet's Systems Manager. To fulfill this premise is to meet its clients needs.

"When the Operations team arrives in the morning, the first thing they do is check VISUAL Message Center to see if any problems occurred"

The correct loading of Farmanet's billing data allows the laboratories to obtain an exact information service regarding their sales, payments, stocks, inventory, weekly sales forecasts and statistical information. The commercial data is extracted and presented in different levels of detail, showing a simplified status of the evolution of business. This information is critical as laboratories, Farmanet's sales force and internal users consult the information online and in real time. Users of Farmanet's services benefit from the ability to query the information dynamically, resulting in time savings and simplifying users work in gathering information and making business decisions.

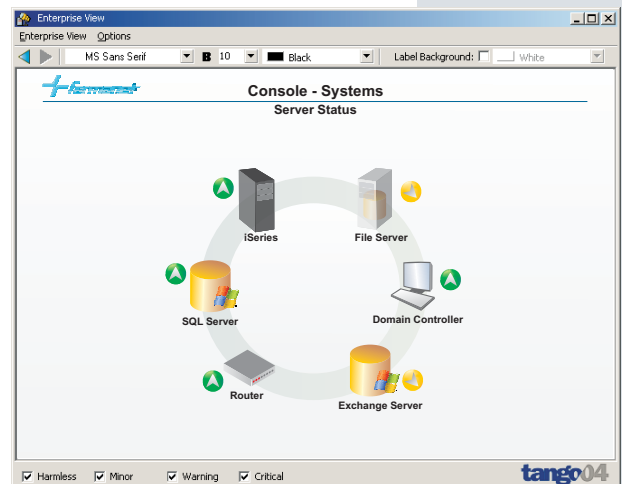
Farmanet runs on a multiplatform environment, incorporating both iSeries and Windows systems. The nightly upload of billing data must execute successfully every day. The correct functioning of the information services for sales, billing, and stocks used by clients and

The Problem

Farmanet needs to monitor the nightly upload of billing data to ensure that its customers and sales force can correctly consult the commercial information they need.

The Solution

VISUAL Message Center



sales staff depends on it. The process is carried out from the iSeries Server to the DataWarehouse databases and the console.

The console is a tool that offers management consolidated information and high-level status of every client, allowing for the efficient follow-up on business services. The DataWarehouse is the central data storage containing detailed information about every transaction accessed by laboratories and Farmanet's nation-wide sales force, who have personalized access to the data.

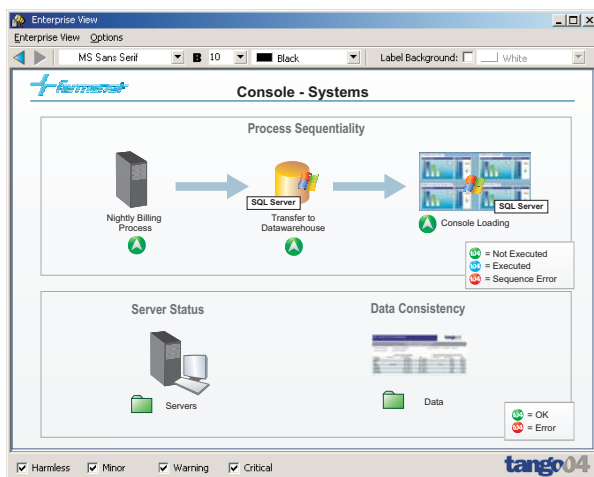
The ability to monitor the nightly upload of billing data is critical to the Systems Department. As information started to be added on the Internet for customers, the number of online queries they ran increased, as did their reliance on these services for decision making on commercial issues.

Farmanet needs to guarantee that their processes will execute correctly. In the event an error occurs, the Systems Department must be notified immediately, before learning of the problem by way of a customer complaining that they cannot access the data they need. To the Systems Department an error in the nightly update of the data means a continuous stream of complaint from the users.

“This tool saves us time and allows us to anticipate problems”

In VISUAL Message Center they found the answer to their problems. They applied Tango/04's solution for monitoring the data upload process and the different operations involved.

VISUAL Message Center controls the sequence of the data ensuring that the different processes take place in the correct order: the nightly billing run on the iSeries, the transfer of data to the DataWarehouse and the transfer of data to the console, which is produced on a Windows server running SQL Server. It also controls the consistency of the data, verifying each file at every stage. This way, it prevents the delivery of information to the clients in the event that the load of data has not taken place correctly.



“When the Operations team arrives in the morning, the first thing they do is check VISUAL Message Center to see if any problems occurred in the process, at what point it stopped, what happened and how to solve the problem. The idea is that we discover the problem before our clients do”, says Alberto Canova. “With Tango/04's solution we can ensure that all the data is in the right place at the right time”.

VISUAL Message Center's functionality is essential to Farmanet's Systems Department, allowing it to gain more knowledge of the company's processes. *“Before, if the process did not complete, we had to manually look for the cause, find where the process had stopped, and what had happened. With VISUAL Message Center we can take immediate action”,* explains Alberto Canova. *“Because we save time finding out the where and why of the problem our operators can dedicate their time to solving the problem. The project was intended and developed to resolve the lack of information available when faced with a problem”,* concludes Canova.

Approximately 300 users use Farmanet's console and DataWarehouse to consult the information, 300 users that are left without up to date information and will lodge complaints with the Systems Department. *“This tool saves us time and allows us to anticipate problems”,* explains Vicente Buonopane, Manager of Operations of Farmanet's Systems Department, *“all prevention is extremely important to us. There's no need to wait for the bomb to explode if you can deactivate it beforehand”.*

VISUAL Message Center also monitors Farmanet's IT Infrastructure. By monitoring the operating health of iSeries and Windows Servers, it can detect and prevent hardware and communications problems.

Thanks to the alerting functionality that Tango/04 offers, Systems Department Operators are informed in real time when there are glitches in the business processes and the operating health of the infrastructure. Vicente Buonopane receives alerts by email and SMS which notify him of problems when they occur. This way, Farmanet covers its need to be up to speed with any incidents at all times, no matter where the operator is and with the ability to respond to events remotely.

“Before, if a process was not updated, the Operations team was forced to find the cause of the problem, where the process had stopped and what had happened. With VISUAL Message Center we can react immediately”