



...about the Company

Pierre Fabre is France's second largest independent pharmacy laboratory, with sales over 1.4 billion euros a year. It has an important operations and manufacturing plant in Barcelona, where it produces prescription drugs and cosmetic products since 1972.

Tango/04 VISUAL Message Center Grows Together with Pierre Fabre Laboratories

Many years ago, Pierre Fabre Laboratories purchased a module of VISUAL Message Center to prevent application failures during interactive iSeries sessions. Today, Tango/04's SafeDeploy™ methodology has helped this multinational corporation make the most out of VISUAL Message Center by consolidating the operations and security management of its IT infrastructure, and building a foundation for Business Service Management strategies.

After a few weeks, VISUAL Message Center was scaled up until it became the process automation, operations and security management center of the company as a whole.

The Problem

In 2003, Tango/04 introduced the SafeDeploy™ methodology for the implementation of operations automation solutions based on VISUAL Message Center. With SafeDeploy, Tango/04 consultants analyze an organization's critical business services and then design a tailored management and automation environment that benefits from the whole functionality of the software. Though SafeDeploy was conceived to be used in new implementations, it was proposed to the customer with the purpose of expanding the existing Tango/04 software solutions to their full potential, including not only the iSeries but Windows systems and network devices and services too.

"Even though we were highly satisfied with VISUAL Message Center, we did not know what the solution was capable of," Mr. Ordeix explains. "Tango/04 offered us an interview with a consultant, who analyzed our most important business processes not only from a technical standpoint, but also from the angle of their contribution to our bottom-line."

The Solution

The first task performed was to identify the subsystems, applications, communications lines, files, spools, drivers, batch processes and iSeries services whose availability and performance determine the overall operating health of the company's most critical business services. Other Windows servers, printers, network devices and manual processes that could be automated using VISUAL Message Center were also spotted and mapped.

Tango/04 retrieved the criteria and technical parameters that determine the normal operating status of all the components within Pierre Fabre's IT infrastructure, and then proposed a prototype to the company's IT Department.

"We could not explain to ourselves how come we did not realize all what VISUAL Message Center could do to monitor different iSeries metrics and automate many operations that we used to perform

The Problem

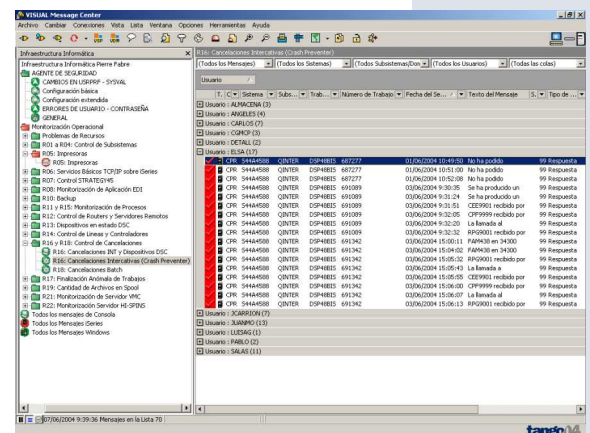
VISUAL Message Center's full potential as an integrated solution for the management and automation of business services remained unseen

The Solution

VISUAL Message Center

manually. We realized its full potential when we saw the prototype, and moreover, we quickly identified many additional applications of the solution for Windows systems, routers and other devices," he adds.

An example of the operations automation capabilities of VISUAL Message Center is the configuration of automatic responses to printer messages at Pierre Fabre. When the company replaced all its legacy printers with multi-functional document processing devices, most applications still prompted for a number of answers from the user before the actual spool file could finally reach the appropriate printer. VISUAL Message Center responds automatically on behalf of every user to all printing messages, automating an otherwise manual procedure that was not only wearying, but dangerous too because a user could respond to someone else's message prompt.



As soon as the tailor-made solution was fully implemented at Pierre Fabre, Mr. Ordeix learned about Tango/04's iSeries Security Agent and how it could be used to protect critical systems, files and data, so he decided to implement this module within the IT management environment provided by VISUAL Message Center, further expanding the solution's footprint in the organization. "Though we are still in the analysis stage, the Security Agent enables us to detect in real time any changes in user profiles and access to sensitive libraries, so we can restrict authorizations and generate audit reports that include FTP and ODBC accesses to the database," Mr. Ordeix explains.

VISUAL Message Center allows Pierre Fabre to detect and solve problems before they turn into incidents. The solution helps end users to better understand the business services supported by the IT infrastructure, reduces the number of incidences to a minimum and shortens the time to resolution of problems.

Finally, Mr. Ordeix describes his experience working with Tango/04 consultants using the SafeDeploy methodology as "very interesting and of a very high quality," though he warns of the importance of having the organization deeply involved in the analysis process to provide the appropriate information. "Sure, at the beginning it takes some time, but once the solution is fully implemented after a few weeks, the software works alone. We have full control and our systems work better, so we can sleep with ease."