

MIR3 CASE STUDY

BETTER RESOURCE ALLOCATION



CHALLENGE

With a data center providing worldwide support from a single distribution and manufacturing center, Amersham's challenge was to find a system that could both control costs and keep information flowing between their SAP system to their global workforce. Amersham needed 24-hour reliable paging, email and voice notification system to effectively communicate with and deploy Nycomed Amersham's scattered staff.

SOLUTION

MIR3™ TelAlert® has been integrated with Amersham's existing SAP backroom operation, creating fully automated and interactive communication with back end batch and transaction processing. TelAlert continues to save Amersham time and money, but it also eliminated considerable time and frustration in implementation for IT administrators.

RESULTS

With a data center providing both national and international support from a single distribution and manufacturing center, Amersham's challenge was to find a system that could both control costs and keep information flowing between their back-office SAP system to their large-scale labor force.

By implementing TelAlert, the company was now able to provide consistent 24-hour systems monitoring, offering greater mobility and productivity for their IT personnel.

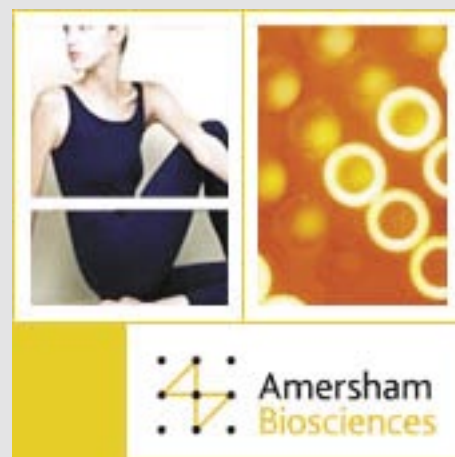
The TelAlert automation allowed for better resource allocation through redeployment of IT staff. Automated notification and remote problem solving capabilities reduced time-to-resolution for critical events. According to Nycomed's Amersham data system technical analyst team, "TelAlert helped us reduce Nycomed's outside consultant time from six hours to one, which has already saved us hundreds of thousands of dollars."

Amersham now relies on TelAlert as a one-stop, completely automated solution to their wireless communication needs.

SUCCESS STORY

NYCOMED AMERSHAM

CUSTOMER



Nycomed Amersham is a leading pharmaceutical product provider for the diagnosis and treatment of disease. Additionally, they provide technologies for biotechnology research and drug discovery.

INDUSTRY

Health Care

FEATURES



- Consistent 24-hour systems monitoring offers greater mobility and productivity for IT personnel.
- The TelAlert system allows for better resource allocation and is cost-effective.
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