

CASE STUDY

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AstraZeneca chooses PS'Soft solutions to implement IT Asset Management and Software Licence Compliance policies as part of an ongoing outsourcing agreement with IBM

Top pharmaceutical company AstraZeneca chose leading ITASM solutions provider PS'Soft to support the management of its 90,000 IT assets, in over 255 locations worldwide. Currently implemented by IBM, PS'Soft's solution interfaces with Microsoft SMS to provide AstraZeneca with a global vision of its IT assets' lifecycle, both for hardware and software. The solution will enable AstraZeneca to be cost-effective for the deployment of new products, as well as the production of compliance reports for IT audits.

Levallois-Perret, 6 January 2010: AstraZeneca is one of the top pharmaceutical companies worldwide and part of the Fortune's Global 500 list. AstraZeneca researches, develops, produces and sells medicine with a team of 67,000 employees in over 100 countries. To support this activity, the company relies on an IT infrastructure that encompasses about 90,000 assets in over 255 locations across the world. These assets are managed through Microsoft Systems Management Server (SMS), which provides a hardware and software inventory, as well as a teledistribution system to install and update software and security patches.

In 2003, after going through considerable external growth, AstraZeneca took the decision to review existing Software Asset Management processes and toolsets, appoint dedicated resources and deliver a long-term solution to SWLM which complimented the ISO 19770-1 recommendations. To identify the scope of the problem, the company then reviewed all of their software management processes. Although SMS is a very efficient solution for operational tasks such as software updates and patch management, when it comes to IT asset inventory, the volume of data collected meant that a supporting process is necessary to understand this data over time and implement global lifecycle support. Hence in late 2004, AstraZeneca engaged with Microsoft to review their infrastructure needs and support. Microsoft recommended PS'Soft, a BDNA company, as a complementary solution to SMS.

A powerful and highly customisable solution

After reviewing other solutions that had been invited to tender to the programme, AstraZeneca selected PS'Soft IT Asset & Service Management in early 2005 for various reasons: its high compatibility with Microsoft SMS, its ability to interface with Wintel environments, its scope of functionalities, its flexibility in customisation, the high capacity of its toolset, the quality of documentation and ongoing support from the vendor, as well as the integration with other key vendors such as SAP and Oracle.

The implementation started with a 6 to 8 months preproduction phase, designed to customise the solution to the requirements of AstraZeneca. *"Preproduction was an essential part of the work, as we were looking for a solution that could adapt to our needs and did not need to be force fit into the system, especially since we were already going through a major*

upgrade of our own infrastructure.” comments Bernard Warrington, Global IT Asset Lead (Hardware and Software) at AstraZeneca. *“PS’Soft’s solution was not only compatible with our existing application base, it was also highly customisable to match our specific requirements”.*

The deployment remains on-track, with the objective to be achieved for all products and vendors in 2012. The solution today collects data from Microsoft SMS as well as other sources (AD, Remedy). Using data from the BDNA Catalog, it normalizes inventory data and allows consolidation organisationally, structurally, as well as the customised elements specifically requested in a unique solution, to manage IT assets and software licences during their entire lifecycle.

A high return on investment

Today, PS’Soft IT Asset & Service Management drives three main initiatives:

- Replacement of every hardware (laptop and desktop) by new machines equipped with Vista. The referential is used to identify the gap during the migration, identify the software version and check software compatibility.
- Production of compliance reports for audit purposes. AstraZeneca uses the PS’Soft solution to respond to Vendor licence reviews and to prepare for future audits.
- Enforcement of licence compliance processes and licence agreements.

“Being audit-ready is crucial for a company like AstraZeneca. The company needs to be able to demonstrate the accuracy of their control processes at all times, and that key element has been brought by the PS’Soft solution”, adds Bernard Warrington.

The initial objective set by the company was to achieve a cost reduction of 28% to 40% at the end of the 5 year programme, and today AstraZeneca continues to be on track to achieve significant cost savings.

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About PS’Soft

Founded in France in 1991, PS’Soft is a global specialist in IT asset and service management. Its product line-up caters for the full range of requirements of medium to large enterprises seeking to streamline and control their resources, effectively manage their infrastructures, cut costs and deliver better quality of service to their users: asset management, helpdesk and service management, software license compliance, service delivery, service level agreements, and business process management. PS’Soft has offices in Mountain View, Paris, Stuttgart and London, and a R&D center in Sophia-Antipolis. PS’Soft solutions are installed on nearly 2,000 customer sites worldwide.

PS’Soft is a BDNA Corporation company, the leading provider of IT infrastructure inventory and analysis solutions.

For further information, please visit our website: www.psssoft.com

About AstraZeneca

AstraZeneca is a major international healthcare business engaged in the research, development, manufacturing and marketing of meaningful prescription medicines and supplier for healthcare services. AstraZeneca is one of the world’s leading pharmaceutical companies with healthcare sales of US\$ 31.6 billion and is a leader in gastrointestinal, cardiovascular, neuroscience, respiratory, oncology and infectious disease medicines.

For more information about AstraZeneca, please visit: www.astrazeneca.com