

CASE STUDY

Fortune 1000 Pharmaceutical Company Redesign – Internal & Extranet Applications

business situation

A Fortune 1000, Major Pharmaceutical Company (MPC) develops and markets a prominent diabetes drug. As part of an IT-wide infrastructure upgrade and redesign, MPC Pharmaceuticals North America is redesigning and upgrading all internal and Extranet-based applications. Since many of the internal applications currently running at MPC were designed and implemented by Falkor Group consultants, Falkor Group is again leading the redesign and architecture team for this long-term project.

An essential component of re-architecting MPC's systems is the need to provide seamless integration to new business units in various geographic locales, ranging from multiple US locations, to Europe and Asia. In addition to making MPC's overall application architecture available to these business units, MPC needs to integrate the units' existing legacy systems before they can be phased out.

technical solution overview

MPC has retained its Microsoft-based operating system platform infrastructure, but has upgraded its internal servers to Windows 2003 and its Intranet web server to IIS 6.0. The platform infrastructure consists of a load-balanced farm architecture. All redesign and new development is coded against the Microsoft .NET platform version 1.1 with Visual Studio 2003 as the development tool of choice and Source Safe as the code repository. The ability to seamlessly integrate with existing Microsoft products and services, such as SharePoint, Exchange, and Active Directory is one of the key aspects of the re-design.

MPC utilizes the SAP R/3 ERP system for back-office functionality such as Financials and Human Resources. Existing Falkor-developed systems integrate heavily with the SAP system, utilizing classic COM and COM+. The ability to redesign these applications on the .NET platform using the SAP .NET connector affords MPC an upgrade path that ensures no interruption of the applications' performance. Falkor Group's intimate knowledge of these systems and tools provides MPC with the most cost-effective redesign solution.

To facilitate access to information and allow for easier integration with existing MPC systems like SAP and Siebel, MPC is currently testing and evaluating integration tools such as Microsoft BizTalk 2002 and SharePoint Portal.

Application Highlight

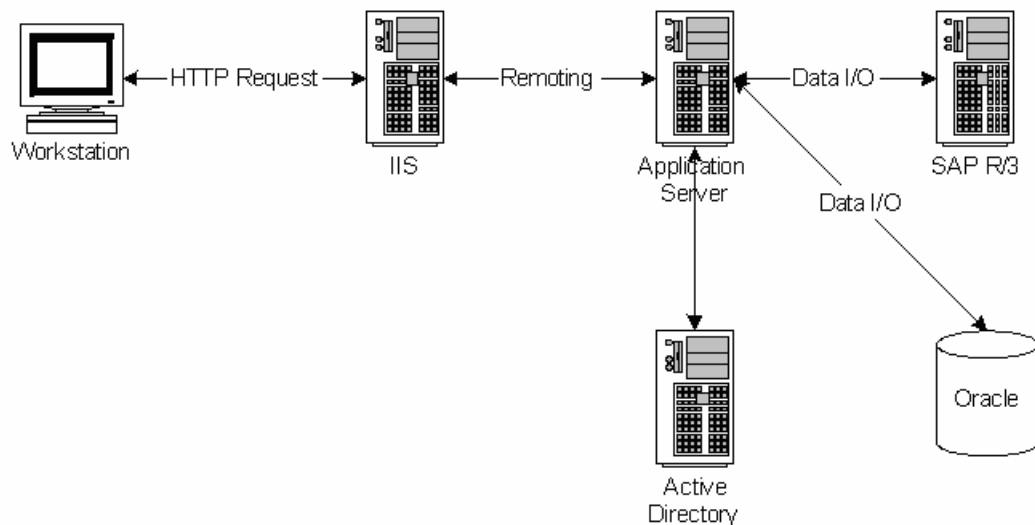
A micro case-study of the overall re-design is the current HR Intranet application by which all MPC employees administer their benefits. Falkor consultants designed and implemented a system utilizing classic COM/COM+, VB, C++ and Oracle to enable all MPC employees to conduct Employee Self Service for all HR-related benefits. This enabled employees to conduct Open Enrollment on-line without the need for form filling or time-intensive communication with the HR department. All benefit elections are made available via an Intranet-based application that utilizes APIs to send and receive information directly to the SAP HR module.

Currently, this application is being re-designed and re-written in .NET. In addition to the functionality provided by the original application, integration with SharePoint is being developed to facilitate document disbursement and workflow messaging.

application architecture

Current application architecture has followed the n-tier model. Some applications are logically n- or 3-tier, and others are both logically and physically n- or 3-tier. New development and the redesign will ensure that all applications are both logically and physically n-tier. Remoting and Web Services are being utilized, enabling MPC to take advantage of the distributed, .NET platform model. Web Services provide an easy way for customers to retrieve information and even upload documents to the SAP ERP without the need for additional software. Internally, remoting is used to enable employees – no matter their geographic locale – to obtain detailed, ad hoc reports from SAP and Siebel and the SQL server data warehouses. Using IIS 6.0 to act as the host for remote objects allows for seamless security integration with Active Directory for all local- and wide-area network users.

HR Web Employee Self Service



business outcome

Upon project completion, an integrated and streamlined re-architecture and design will provide an almost immediate return on investment. MPC's aggressive approach to integrate its disparate systems, provide fast access to information and automate business processes will enable MPC to achieve its goal of becoming one of the most innovative and dominant players in the Pharmaceutical Industry.

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