



Microland Orchestrates Seamless Network Operations Transition for an American Pharmaceutical Giant

Overview

The client is an established American pharmaceutical company, founded in the late 19th century, that has made significant contributions to the field of medicine. They're known for manufacturing drugs that treat depression and diabetes, and for research focused on chronic illnesses. In the ambit of pharmaceuticals, where regulatory compliance and operational efficiency are paramount, our client faced a pivotal challenge: modernizing its IT infrastructure without disrupting critical business operations. Microland, a trusted provider of digital transformation solutions, emerged as the partner of choice to orchestrate this massive transition.

Scope and Business Challenge

Transitioning from a long-standing telco provider to Microland presented unique challenges including the accumulation of tribal knowledge within the organization. This undocumented knowledge made understanding and replicating the existing IT setup complicated. Addressing a significant backlog of tickets from the previous provider was crucial for maintaining business continuity. Amidst stringent FDA regulations and the takeover of over 60 ongoing transformation projects, careful coordination and adherence to industry standards were essential. Managing operations across 57 countries added complexity, requiring tailored solutions and meticulous planning. Integrating various ITSM platforms and tools, alongside an authentication overhaul, also posed technical challenges. The presence of milestone-related penalties emphasized the need to meet predefined timelines. Overcoming these hurdles required strategic planning, collaboration, and precise execution to ensure a seamless transition while upholding regulatory compliance and business continuity.

Microland Solution

Microland devised a three-pronged strategy to ensure a smooth transition:

- **Strategic Planning:** Recognizing the challenges posed by the absence of documentation and potential resistance from the incumbent, Microland meticulously mapped out the transition. Implementing a "big bang" switchover strategy facilitated a decisive transition, transferring all services simultaneously to Microland's platform. This method minimized disruption and afforded greater control. Additionally, Microland prioritized tool-based tracking of the transition to enhance visibility of its progress.
- **Efficient Execution:** Microland assembled a multidisciplinary team of over 95 dedicated professionals, strategically deployed across different global delivery centers, and collaborated closely to execute the transition plan. Leveraging their seasoned experience in hostile transitions, the core transition team comprised dedicated document writers who accelerated the documentation process. With the team divided to manage individual tracks, separate attention was given to compliance (QMS) owing to the multitude of pharmaceutical requirement documents. In addition, the integration of various IT Service

Management platforms and tools strengthened monitoring, management, and troubleshooting capabilities, ensuring seamless operations and minimizing downtime.

- **Enhancing for Steady State Operations:** Microland conducted a comprehensive Zero-Day Assessment and Roadmap. This assessment informed the formulation of a detailed transition plan aligned with the client's objectives. Leveraging Microland's proprietary Intelligeni NetOps, platform-driven automation, and analytics were employed to streamline operations. Proactive monitoring, automated problem resolution, and real-time insights into performance metrics and user experience were provided.

Business Benefits

- **Zero Business Disruption:** Microland ensured a seamless transition, minimizing impact on the client's core operations.
- **Comprehensive Documentation:** We developed extensive technical and process documentation aligned with pharmaceutical industry standards, ensuring compliance and a thorough understanding of the IT landscape.
- **End-to-end Visibility:** Real-time insights were delivered into network health and service delivery performance, facilitating proactive monitoring and decision-making.
- **Enhanced Efficiency and Service Delivery:** Through steady-state enhancement, we significantly reduced noise alerts on day one and a 20% improvement in Mean Time To Resolution (MTTR) on incidents.

Microland is a pioneering IT Infrastructure services and consulting company headquartered in Bengaluru, India, with a proven track record of delivering tangible business outcomes for 35 years. Today, as enterprises recognize that networks underpin the functionality and efficiency of modern digital systems and support innovation, we provide next-generation technologies such as AI, automated operations, and platform-driven solutions –which drive operational excellence, agility, and productivity for organizations worldwide. Our team of over 4,600 experts delivers services in over 100 countries across Asia, Australia, Europe, the Middle East, and North America, offering cutting-edge solutions in networks, cloud, data centers, cybersecurity, services management, applications, and automation. Recognized by leading industry analysts for our innovative strategies, Microland is committed to strong governance, environmental sustainability, and fostering an inclusive workplace where diverse talent thrives. When businesses work with Microland, they connect with the best talent, technologies, and solutions to create unparalleled value. For more information, visit www.microland.com