

NetMan

Case Study

Sandoz GmbH, Austria

Austrian Sandoz implements company-wide Intranet searches with H+H products

Sandoz Makes the Most of Intranet and Internet

The Austrian Sandoz company, a subsidiary of the global Sandoz group whose pharmaceutical products are marketed in over 250 countries, employs about 2700 people. To give all these employees access to important applications and databases, Sandoz has built a centralized data processing infrastructure. The Information Management and Library Department (IML) in Kundl, Tyrol, is responsible for the availability of scientific, technical and medical information in databases, newsletters, e-journals and e-books.

The Foundation: Terminal Server Technology

The Sandoz planners saw numerous advantages in terminal server (TS) technology over traditional client-server networking. For example, a TS architecture significantly reduces administration and maintenance costs by allowing many necessary tasks, such as the installation of updates or new applications, to be performed at a central location.



Mr. Gring, ASOG Vienna

For Sandoz, the hardware is just one building block in a total solution: software is equally critical. Sandoz uses software products from H+H in its library infrastructure, on the advice of its long-standing service consultant ASOG (www.asog.at), a Vienna system house and H+H reseller. "Products from H+H have been in use at Sandoz since 1992. Because we've always been satisfied, we're happy to continue working with them. Moreover, our long-standing IT service ASOG cooperates closely with H+H Software," said Hans Troger, head of the IML Department at Sandoz, about the decision to install the H+H solution.

NetMan: Core System Component

To meet Sandoz's requirements, ASOG and H+H used NetMan, Hidden Automatic Navigator (HAN) and Virtual CD TS—three software products that harmonize ideally. The NetMan program, specially developed to serve information and applications in networks, runs in the background of the overall installation.

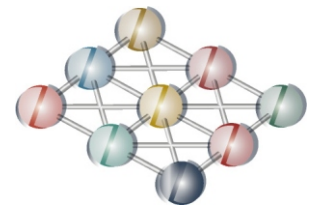


Biotechnological Laboratory of Sandoz

Sandoz uses NetMan for many applications to save the cost of maintaining numerous local installations. Some of these applications include rapidly changing databases, timetables and industry-specific documents. From the users' point of view, running applications distributed through NetMan requires no additional training and no learning phase. Sandoz publishes its NetMan applications in the Intranet using NetMan's HTML View. This gives the users fast, convenient access to the programs they use day in and day out. Moreover, administrators benefit from integrated license monitoring and comprehensive statistics to evaluate use intensity.

HAN: Convenient Access to E-Journals

NetMan also integrates the third component of the H+H solution: the Hidden Automatic Navigator. HAN provides access to electronic documents in the Internet, including e-journals, which are generally accessible only to subscribers and are used at Sandoz as a knowledge base in everyday business. HAN minimizes legal risk by ensuring that user authentication and access to the journals take place in conformance with license terms. The statistics functions of HAN and NetMan document the intensive utilization of both systems: they currently register some 50,000 access operations per year.



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CDs Under Control with Virtual CD

Sandoz uses Virtual CD TS to publish information stored on CD-ROM media. Virtual CD generates “images” of the original CDs and stores them on a file server for use as virtual CDs. NetMan automatically loads the CD images in virtual drives on demand, and ejects them again when they are no longer being used. The primary advantages over hardware-based CD servers are easier handling and greater performance—especially on simultaneous access over the network.



Sterile pharmaceutical manufacturing at Sandoz

About Sandoz GmbH, Austria

A subsidiary of the Swiss Novartis Group, Sandoz GmbH manufactures generic drugs and bioengineering products, and markets them worldwide. Historically, Sandoz GmbH grew out of the former Biochemie GmbH. The company’s head office is in the Tyrolean city of Kundl. The Austrian Sandoz GmbH employs 2,700 people, and is a leader in production and exports. Sandoz drugs are used in over 120 countries, and 98 percent of the company’s annual sales of over a billion euro are earned by exports.

For more details, visit www.sandoz.at.



The Sandoz plant in Kundl

Support and Service

The applications currently run on three Windows 2000 servers. A file server stores the virtual CDs and the centrally installed programs. ASOG provides system administration and supervises day-to-day operation. Sandoz also has a support contract with H+H. “H+H provides an outstanding, professional service for updates, advice, support and continuous product development,” says Hans Troger.

About H+H Software GmbH

H+H Software GmbH, founded in 1989, is a systems and software manufacturer located in Göttingen. The company’s core business includes consulting and the development and marketing of application, license and network management solutions. H+H is one of only 350 Microsoft Gold Certified Partners in Germany: this certification is Microsoft’s acknowledgment of the H+H team’s comprehensive expertise. H+H Software’s clientele is mainly composed of universities, government agencies, large companies, libraries, small businesses and schools. Solutions by H+H Software make applications more secure and more powerful while simplifying IT administration. H+H also offers an optimized NetMan version for educational use, NetMan for Schools.

For details, visit www.hh-software.com.



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