

Case Study: Arrow

The right strategic partner for global security and support



The Arrow pharmaceuticals group has grown rapidly since 2000 by making strategic acquisitions and funding appropriate business start-ups; the group now comprises an organisation of over 40 companies in 18 countries around the world. To manage further growth cost effectively, gain greater visibility and control, Arrow selected JD Edwards software to provide a global, consistent, ERP solution. Arrow chose to outsource two key areas of this service, namely the system infrastructure and management of the communications.

This enabled Arrow to go from having no infrastructure; no trained resources and no global communications, to going live with JD Edwards Financials in two countries within 6 months, on time, within budget and to scope.

Additionally, the system infrastructure and the selected partner had to have the right ingredients not just to build an ERP system but to provide a platform for future projects.

“ Prestige Systems is a key strategic partner for us. They successfully provided the infrastructure; CnC skills; support and JD Edwards technical project experience to implement this system worldwide. We benefited from leveraging their expertise by working with a truly committed project team – the people that sold the solution took responsibility for its delivery. ”

Julian Lempriere,
Arrow Global
Systems Manager



Clear thinking about your **IT** support

Effective IT management

The Arrow Group is a global business which manufactures and markets generic pharmaceutical drugs. It is headquartered in Malta, with key manufacturing sites in Malta, Canada and Brazil, employing over 700 people. Its Australian operation alone has grown to 200 million Australian dollars annual turnover since it was formed in 2000.

The rapid growth of Arrow into a global group of independent companies brought immediate recognition that a central ERP system, operating consistently across the group would be needed to impose and control standards, maintain visibility of business processes and enable fast information reporting. A system of this magnitude would enable the managers of the business to deploy available resources with sufficient accuracy to meet the targets they were trying to achieve. In late 2003 Arrow purchased the JD Edwards product suite, but with a variety of disparate IT systems and with no experience of implementing a company wide IT or communications strategy, Arrow decided the most effective way forward would be to outsource key aspects of the proposed ERP solution.

Julian Lempriere, Arrow Global Systems Manager, explains: "We reached a size where we needed to be aware of what was happening within the group, to improve resource management and provide a platform to enable growth at lower cost. We opted for JD Edwards, but had neither a preference for, nor an existing incumbent hardware platform. Additionally there was no global communications between Group members. One of the major questions we faced was whether to develop an IT team or to outsource."

Cost-effective solution

"We wanted to focus on producing generic drugs because that's our specialist area – not implementing IT. A 5 year cost/benefit analysis proved that even when considering just the tangible costs, an outsourced infrastructure strategy was the right choice."

"We ultimately chose Prestige because they are experts in infrastructure provision and support. They are and continue to be a leading player in the JD Edwards technology arena. The deciding factor is their understanding of the nuances of the product and the technical architecture required to run it efficiently. Their culture was also a good fit for our organisation and their costs were competitive."

Expertise and technical ability

Users now log into a web-based secure private network to access the full suite of JD Edwards applications. Prestige Systems have developed over many years an intimate knowledge of the JD Edwards application and how it behaves in a variety of hardware environments and this enabled the system to be installed quickly and seamlessly.

"Prestige have the expertise and technical ability," says Julian Lempriere. "They know how to support and run



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the system in a practical and flexible way, as opposed to a conceptual way, and they were as committed as I was to make the project go live on time and to deliver against the expected outcomes.”

The other key element was to develop a global communications network that provides each Arrow subsidiary easy access to the system. Prestige provided valuable support and knowledge of Wide Area Networks to facilitate effective communication across the network.

“ The strongest element of the service is the support and flexibility that Prestige provide, Having a solid and reliable partner that we are extremely confident with is vital. ”

Julian Lempriere, Arrow Global Systems Manager

Reliable partner

Security was a major issue in the decision to outsource. The Prestige data centre in Birmingham houses all of the computer and communications hardware that is required and is secured against many forms of physical and virtual attack. This provides an essential guarantee of data security for Arrow and the comfort of knowing that its business will not be interrupted by outages or down time.

“We have invested in a stable, tried and tested solution incorporating a full disaster recovery plan,” says Julian Lempriere. “Prestige offer high value at a reasonable cost. They were down to earth, honest and open about our true sizing requirements. I can rely on Prestige as a partner and part of the team. If I have an issue I get a very fast response.

“We are an ambitious, fast-growing organisation and whenever we look to strengthen what we do at a corporate level we will build on the technical infrastructure that we have created. With the strong partnership that exists between our organisations we are able to achieve our goals and their importance to us increases as we continue to develop.”

Arrow now relies on Prestige for its infrastructure requirements, JD Edwards technical support and system administration.

Summary of Benefits

- Outsourcing JD Edwards IT services to Prestige Systems allows Arrow to concentrate on its core business
- Delivered cost-effective management of IT resources through no additional IT headcount and associated costs
- Prestige Systems in depth knowledge of the JD Edwards ERP solution has enabled a fast and seamless global implementation with effective support
- Expertise and willingness to take responsibility regarding sizing requirements has put the right tools in the right place at the right price.
- A highly secure arrow data centre guarantees integrity and safety of data at all times.





business partner



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Prestige Systems plc
Lygon Court,
Hereward Rise
Halesowen,
West Midlands, B62 8AN

Tel: 0121 585 5111
Fax: 0121 501 3776
Email: info@prestige-systems.co.uk

www.prestige-systems.co.uk