

ALLERGAN IMPLEMENTS A STRATEGIC, GLOBAL VISION WITH BT INFONET

ALLERGAN



Jeff Winston,
Vice President of I.S.
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Allergan, Inc. headquartered in Irvine, California, is a technology-driven, global health care company providing eye care and specialty pharmaceutical products worldwide. Allergan develops and commercialises products in the eye care pharmaceutical, ophthalmic surgical device, over-the-counter contact lens care, movement disorder and dermatological markets that deliver value to customers, satisfy unmet medical needs and improve patients' lives.

Allergan targets its products and Research and Development to specific disease areas and has invested more than \$750 million during the past five years in its technology pipeline. The company's research emphasis includes glaucoma and retinal disease, cataracts, dry eye, psoriasis, acne, photo damage, movement disorders, pain, metabolic disease and various types of cancer. Allergan markets products in more than 100 countries and, in 2001, generated sales of nearly \$1.7 billion worldwide.

Founded in 1948, Allergan became a public company in 1970, merged with SmithKline Beckman in 1980, and was re-established as an independent entity in 1989. Allergan's common stock is traded on the New York Stock Exchange under the symbol AGN.

Solving a Business Problem

Jeff Winston is Allergan's Vice President of IS Technology and Engineering, responsible for strategic technology planning and technology assessment for the entire company, with special responsibility for the global IT infrastructure. His team determines which standards to adopt and deploy across the company, implementing consistent solutions for more than 6,200 employees in 25 countries – including Allergan's manufacturing facilities in Brazil, China, Ireland, Puerto Rico and the U.S. Winston's group also provides advanced technology services to the rest of the IS organisation.

As a company, Allergan has been involved in aggressively implementing a strategic IT vision which included establishing common applications and business processes across the corporation worldwide. A cost-effective, reliable and predictable global network was a cornerstone of that strategy. When Allergan began to implement its global enterprise resource planning (ERP) application in 1995, the company's IT management realised the importance and relevance of the network to the success of that implementation. Management also anticipated that a data warehouse application for strategic decision support and other centralised applications would also rely on this global network infrastructure.

Winston also wanted to integrate information company-wide and streamline business processes from taking an order to manufacturing and shipping products.

An Extensive Evaluation Process

Allergan's IS team decided it would implement a single network infrastructure in 55 locations across 25 countries. Dissatisfied with Allergan's existing network design and provider, Winston and his team wanted to find a partner that could provide a global data communications infrastructure with the capability of managing it end-to-end.

The IS team entered into an extensive request for proposal (RFP) process. It began by holding discussions with both Gartner Group and Meta Group to determine a short list of global players. That was followed by selecting a task force of six IT decision makers within Allergan who created a detailed vendor rating system. The rating system

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evaluated and ranked the providers on criteria that ranged from flexibility, cost and technology to network architecture, company viability and responsiveness. After four months of due diligence and checking vendor references, the IS task force approved one vendor for its global networking needs: BT Infonet Services Corporation.

"Our selection was made by a task force and was the result of a consensus decision based on a formal scoring and ranking of a list of weighted attributes. BT Infonet was chosen on the basis of quality of service, excellent customer references, a willingness to think outside of the box, decades of experience in business and a global presence in key Allergan markets," recalled Winston. The company was also selected because, according to Winston, data communication and data networking was its core business, not an ancillary or peripheral one for BT Infonet.

Implementing Applications Globally

Allergan began Phase I of its worldwide ERP rollout in

October 1996 in the U.S. Over the next four years the company sent implementation teams to Europe, then Asia Pacific and Latin America. When the rollout was completed in August 2000, approximately 2,500 SAP R/3 users were trained and virtually every module in the system implemented, from HR, Finance and Sales to Order Entry, Purchasing, Material and Warehouse Management.

"When we selected BT Infonet, we wanted a 'best of breed' provider, one company that could fully-manage our global network, provide and maintain all premise equipment, offer end-to-end, turnkey services and support those services with both a local and in-country presence."

Winston recalled that, despite rolling out the ERP application across all time zones, there have been no issues related to the network and SAP. He and his BT Infonet team are continually fine-tuning both the applications and network capacity to be sure that the network serves the needs of the global Allergan user community.

Currently, as part of its long-range strategic plan, Allergan is rolling out a customer relationship management (CRM) capability in conjunction with its sales force automation (SFA) software in the U.S. and in Europe; this application also relies on the infrastructure Winston and BT Infonet have put in place. Allergan has also implemented a suite of groupware applications including electronic messaging, calendaring, intranet applications and Internet access to all company locations as well as a document management system. The company is also providing an

extranet for outsourced distributors who access the data they need via its global network.

Winston believes that Allergan has successfully addressed its intra-company data communications requirements. Addressing connectivity issues with suppliers and customers, such as electronic procurement and eOrderEntry, is his next biggest issue along with providing higher speed and more reliable remote access for Allergan staff when away from the office.

Continually Leveraging Technology

Both Allergan and BT Infonet are pleased with the network they designed. From the beginning, the companies sought greater efficiencies and better methods to achieve their goals. Working from a detailed project plan, Allergan and BT Infonet assigned dedicated resources to manage the implementation, achieving 'buy ins' from the various business units within Allergan. "When we selected BT Infonet, we wanted a 'best of breed' provider, one company that

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could fully-manage our global network, provide and maintain all premise equipment, offer end-to-end, turnkey services and support those services with both a local and in-country presence," Winston recalled. He has affirmed that

initial decision many times over. "We receive excellent support from BT Infonet, and, for the first time, I feel I have found a partner truly interested in working together as a team."

Allergan and BT Infonet have come a long way together. The companies look forward to an on-going business relationship. Concluded Winston, "I think everyone is looking for solid, quality service at a competitive price. At the end of the day, the best measure is that the service be virtually transparent to the business processes that depend on it. BT Infonet has received high marks — and positive, unsolicited comments. That has never happened to us before."

About BT Infonet

Infonet Services Corporation, a member of the BT Group plc group of companies, known for its quality of service, is a leading provider of managed network communications services for multinational entities.

Employing a unique consultative approach, BT Infonet offers integrated solutions optimising the complex relationship between enterprise applications and the global network. Extensive project management capabilities are the foundation for the services and solution offerings (broadband, Internet, intranet, multimedia, videoconferencing, wireless/remote access, local provisioning, application and consulting services) positioning BT Infonet as a single-source partner for multinational entities. In particular, BT Infonet IP VPN solutions offer multinationals a unique combination of Private and Public IP services as well as a full set of Managed Security and Mobility Services.

Rated "Best in Class" overall in Telemark's survey of Global Managed Data Network Services, Infonet Services Corporation has also won "Best Customer Care" and "Best Carrier" at the World Communication Awards. Founded in 1970, Infonet Services Corporation owns and operates The World Network®, accessible from more than 180 countries, and provides local service support in over 70 countries and territories.

Additional information about Infonet Services Corporation is available at www.bt.infonet.com.

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