

Genzyme

Strict security constraints that don't impact productivity or cutting-edge requirements, thanks to the network

Success story from Catherine Porte (director of IT services during the project) and Sylvain Maunier (current director of IT services)

Name of client: Genzyme Polyclonals
(SANOFI Group)
Area of activity: Biotechnology laboratory
(production site)
Head office: Lyon (Rhône, France)
Number of employees: 280 in the Lyon area

Advantages:

- A secure site that meets strict quality standards
- An adaptable architecture open to future technologies
- A flexible solution that meets the needs of the subsidiary and the group



Success story

Background and issues

About Genzyme

Founded in 1981, Genzyme has been present in France since 1994. The group's activities are concentrated on **developing pioneering technologies in life sciences**. This includes every stage of biomedicine development, from the earliest stages of research to clinical trials and regulatory issues, through to manufacturing and sales.

The Genzyme Polyclonals company now has about 280 employees, at its current production site in Marcy L'Etoile (near Lyon) and its new facility in the Gerland district of Lyon, which will eventually be home to all of the firm's activities. To meet **growing production needs**, the management of Genzyme decided to construct a new production site. The new site, equipped with **technologically cutting-edge** hardware and infrastructure, meets the needs of the pharmaceuticals sector in terms of quality and security on every point. Catherine Porte,

Director of IT services at the time of the project, explains: "Our major need was to create a site where the guiding principles were **security and quality**."

Solution

After a preliminary selection of potential providers, the project manager, network administrator, purchasing and quality departments put together very precise specifications, including **strict selection criteria** inherent to the pharmaceuticals industry, including requirements for technical quality, project cost, references in the pharmaceutical industry, maintenance, and more.

Cisco's bid perfectly met these requirements and professional expectations. Genzyme's US headquarters were already using Cisco equipment, which meant an additional guarantee that the proposed solution would be suit the company's specific needs.

In addition to these requirements, INEO owns a group of specialist firms in several areas. "We were looking for a provider who would be able to **provide the full range of solutions**," Porte explains. "Cisco has an effective approach to networking. They had us test out a simulation of the data center at our premises, which allowed us to be **immediately up and running on-site**." The director of IT at the time of the project also highlights the quality of **support and advice given by the manufacturer and the provider**: "Our contacts wanted to find the best solutions to satisfy both the group and the needs of the new facility."

In order to respond to the mobility challenges of the building and its various production and office spaces, a secure WiFi infrastructure was installed. The group also decided to implement a NAS infrastructure:

"Some of our activities, including production, mean that we are subject to stricter regulatory requirements specific to the pharmaceuticals industry. So we created two environments: one which is connected to all other Genzyme sites, while the other was restricted to pharmaceutical activities.



Photo: Genzyme

Each environment has its own Active Directory with no interaction." These solutions were achieved with two 6513 chassis units, 31 3750 switches, 30 WiFi base stations, two WiFi controllers and two ASA 5550 firewalls.



Photo: Alexis Chézier

Advantages

The project was completed almost two years ago. Porte and her successor, Sylvain Maunier, are highly satisfied with the solution in place. Porte says: "The project came in within the initial cost estimate, and we now have a tailor-made technical solution and infrastructure." Maunier points to the **robust and reliable** nature of the solution: "No aspects of the infrastructure have required any major changes since its design, and there has only been one outage. The technical potential of the equipment installed also gives us infrastructure **upgradeability**, particularly to **integrate new industrial hardware or software.**"

The two directors of IT services say that the concepts of robustness, reliability and security are certainly the key factors in the positive impact on the business. "Before, our pharmaceutical production activities did not benefit from an IT system, and now our IT and backup solutions are truly robust," explains Porte. Maunier agrees: "Now, we have a system that ensures the **availability of our data.**" This reliability is also felt by **users**: "Our users have **confidence** in the IT system; they know that outages are rare and will not have an impact on the productivity of the site," Maunier says.

He adds that the complete solution has had a positive impact on the IT team, particularly in terms of the new technologies that team members had to master and become familiar with. As a part of ongoing improvements to the infrastructure, Maunier is planning to optimize the WiFi network in production areas, with a particular eye to improving signal stability, power delivered, together with the physical location and orientation of base stations. He is also continuing on-site deployment of the "Manufacturing Executing System," a professional software package, in order to automate production operations, make processes more robust, and reduce cycle time by cutting down the review time for manufacturing jobs. This solution will also provide automation of double controls and quality checks which are currently performed by humans. There are also plans to move the Marcy L'Etoile site to Gerland within the next two years.

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"Our IT system now supports all our company's production and testing activities. We have increased our stability, reliability and availability for our users."

Sylvain Maunier,
Director of IT services at
Genzyme

together we are
the human network. CISCO