



Case Study: Amylin® Pharmaceuticals

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Introduction

Since 1987, Amylin® Pharmaceuticals has been focused on challenging science and changing lives – it’s the way of life at Amylin where over 2,000 extraordinarily dedicated employees are improving the lives of millions. The company is engaged in the discovery, development and commercialization of drug candidates for the treatment of diabetes, obesity and other diseases. As a successful biopharmaceutical, research and development organization, they need enterprise class solutions, like OakTree Navigator to manage their IT challenges.

OakTree Solutions has provided IT reporting capabilities to Amylin® Pharmaceuticals with OakTree Navigator since 2008. They have gathered increased value from the tool, growing from one to 30 users across three departments. OakTree Navigator reports empower Amylin employees to make quicker and better management decisions and work through daily service desk activities. The OakTree Navigator software is regularly used as the main source of documentation for their bi-weekly change management meetings as well as several other engagements.

The Challenge

Amylin Pharmaceuticals® wanted to easily access reports from CA® Unicenter Service Desk and DSM. Multiple departments, including Facilities Management, Human Resources, and Information Technology required access to unique data from these systems. With a diverse user group and varying needs, it was important for there to be a high level of accessibility and customization options for reports.

Prior to Navigator, whenever a manager or IT analyst needed to view a report, the required software needed to be installed on the desktop. This became cumbersome when a person just needed to view one, unique report. For a large organization like Amylin, this required a substantial amount of licenses; increasing the TCO and creating the need for ongoing maintenance. Tony, the System Admin for Amylin’s CA® Unicenter Service Desk, remembers that, “If managers or analysts wanted a report, I would have to go through the rigmarole of installing a client on their machine for the Dashboard and the Access Database. And those tools gave them reports that they didn’t care about.”



Navigator is a full-blown, ad-hoc reporting solution, empowering business users to create custom reports, interactive dashboards, and intelligent analytics -- all in a single web browser.



The Solution

OakTree Navigator's web-based reporting capabilities and intuitive user interface, provided accessibility to the system for individuals without technical expertise, such as the Facilities Management and Human Resources groups. Non-technical business users were able to easily navigate through the wizard-driven interface; fulfilling simple real-time reporting needs on their own.

Amylin centralizes report creation within the Information Technology department. The OakTree Navigator Report Builder Module enables users to quickly create accurate reports on-the-fly. Once created, reports are made available to HR, Facilities Management, and the greater IT department as needed. These groups can access these reports at anytime, on a real-time basis via the Navigator Web Generator, ensuring that data is always accurate and current.

The Results

Decisions made on real time data analysis has become a reality at Amylin. Now, Tony, can quickly create reports via the report builder and send his clients hyperlinks to view, run, and export reports hassle-free. As Tony put it, he "can just click on a few buttons and send them the link to the report. They can run it anytime, from any browser, and export it to several different mediums without the support of IT. If they need the same report a month later, it's still available for them."

Navigator has been very well received at Amylin, as many business users have adopted the product quite easily. Within a few weeks of implementation, Tony has noticed an increase in the number of requests for reports, as users have noted the ease of creation and viewing. Upper management is very hopeful that this type of decision making will continue to penetrate the organization.

Benefits

- Rapid, automatic report generation
- Fast and easy ad hoc queries
- Improved visibility into every aspect of the business – from the frontline to the CIO
- Reports customizable by business users on the fly
- Enterprise-wide access to accurate and secure data for improved decision making