

# Allergan's print output continues to be under safe watch from HP Output Server



"HP Output Server continues to give our IT administrators control over, and visibility into, the entire output management process. Feedback from our end-users clearly indicates that printing problems are a thing of the past. Thanks to HP Output Server software, our SAP R/3 printing subsystem works reliably, quickly and efficiently."

– Jeff Winston, Vice President of I.S. Technology & Engineering, Allergan, Inc.

Allergan, Inc., headquartered in Irvine, California, is a technology driven, global specialty pharmaceutical and medical device company that develops and commercializes innovative products for the ophthalmology, neurosciences, medical dermatology, medical aesthetics and other specialty markets that deliver value to its customers, satisfy unmet medical needs, and improve patients' lives.

#### Experiencing output management issues

Needing a comprehensive enterprise resource planning (ERP) solution, Allergan began deploying SAP R/3 application software in 1996. The Company's SAP R/3 production environment distributed print output to more than 300 printers spread across 46 locations around the world. However, within six months of going live, the Company's IT staff recognized that an enterprise output management solution for its R/3-generated printing was needed to oversee the reliable delivery of business-critical documents throughout the enterprise.

Staff noticed management documents, accounting reports, shipping manifests and invoices were sometimes purged while waiting to print due to recurring print spooler problems. When the print spooler hung, the software had to be restarted and the output queue would be lost.



Worse still, it was not possible to track these important business documents to a specific R/3 user or job to request resubmission to print.

According to Susan Ondrovic, Director of Enterprise Systems at Allergan, "Employees were having a difficult time managing R/3-generated output, in particular the thousands of invoices that were being printed every week."

Allergan urgently needed to address the output issues before important business functions were crippled and employee confidence in the newly implemented ERP system was lost. Ondrovic noted that the emerging lack of confidence in the reliability of the printing system, combined with the large volume of invoices printed from R/3 each day, resulted in Allergan employees sorting through them by hand to make sure everything got printed.

For the Company's information supply chain, the unreliable printed output resulted in employees not knowing which goods to prepare and where they were going, customers not receiving ordered products, and Allergan not getting paid. In essence, the printing issues were a time-consuming problem, a risk to customers' satisfaction, and a burden on Allergan's bottom-line.

#### HP solves core output management challenges

Jeff Winston, Vice President of I.S. Technology & Engineering, recognized that beyond the business concerns there existed print reliability and control problems that could not be solved in the native UNIX® environment. He specifically looked for a solution that would address three core output management challenges: control, visibility and reliability. Winston believed that by finding a solution that overcame these three challenges, Allergan's business objectives would not be compromised.

"If we can't print, we can't do business," Winston said. "It was at that point that HP Output Management solutions became a priority for us." Winston needed a third-party solution that would integrate well with the existing R/3 implementation and help manage and control the large volumes of output being generated.



## At a glance

- **Company:** Allergan, Inc.
- **Headquarters:** Irvine, California
- **Founded:** 1950
- **Size:** Annual sales (2005): \$2.32 billion
- **Telephone:** 714-246-4500
- **URL:** www.allergan.com
- **Primary business:** Developing and commercializing innovative products for the ophthalmology, neurosciences, medical dermatology, medical aesthetics and other specialty markets.

HP Output Management solutions are a family of infrastructure products and services that innovate the way enterprise customers manage, distribute and share information – ensuring the reliable and cost-effective delivery of documents, anywhere. The solutions provide simple print serving capabilities that make network printing easier and automate delivery capabilities that enable the reliable distribution of application generated documents across printer, fax, web and e-mail destinations. Through easy procurement options, customers can choose to use HP solutions by paying a flat monthly fee, or they can utilize flexible managed services to let HP cost-effectively manage their entire printing and imaging environment. As a result, organizations can simplify their print environment, streamline and accelerate business processes and save valuable IT capital and people resources.

Winston elaborated, “We elected to leverage HP Output Server and HP Output Manager for R/3 to satisfy our business requirements.”

### Allergan’s implementation strategy

Allergan required a unified global system that enabled end-to-end control and ensured reliability of the ERP system output. To accomplish this, Allergan’s strategy was to create a corporate repository for transaction information, on a single SAP R/3 instance, located at its Irvine, California headquarters.

Winston reflected, “This approach enabled us to have tremendous visibility into all aspects of our operations

no matter where in the world business is transacted. At Allergan, HP Output Server, along with SAP R/3 and our global network, represent the cornerstones of our ERP architecture.”

### Regained confidence in the ERP system

Winston said, “HP Output Server integrated very well into our SAP R/3 infrastructure, and it has given us confidence that the ERP output functions will always reliably perform to expectations.”

After the HP implementation, Ondrovic and Winston witnessed a significant decrease in the number of printing problems. Winston reflected, “The number of printing issues dropped dramatically. Where printing problems used to be a daily occurrence, they only occur very occasionally now.”

Today, ten years after the initial installation of HP Output Server, Allergan is running SAP R/3 release 4.7 and has a global rollout of both HP Output Server and HP Output Manager for R/3, encompassing 600 printers across 41 locations.

Winston concluded, “HP Output Server continues to give our IT administrators control over, and visibility into, the entire output management process. Feedback from our end-users clearly indicates that printing problems are a thing of the past. Thanks to HP Output Server software, our SAP R/3 printing subsystem works reliably, quickly and efficiently.”

## Challenges

- Ensuring delivery of SAP R/3-generated output.
- Bolstering employee confidence in reliability of printed output.
- Minimize negative business impact of printing related issues.

## Solution

- Deployment of HP Output Server and HP Output Manager for SAP R/3.

## Results

- Established control over, and visibility into, the entire output management process.
- Automated the information supply chain.
- Virtually eliminated all printing problems.

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