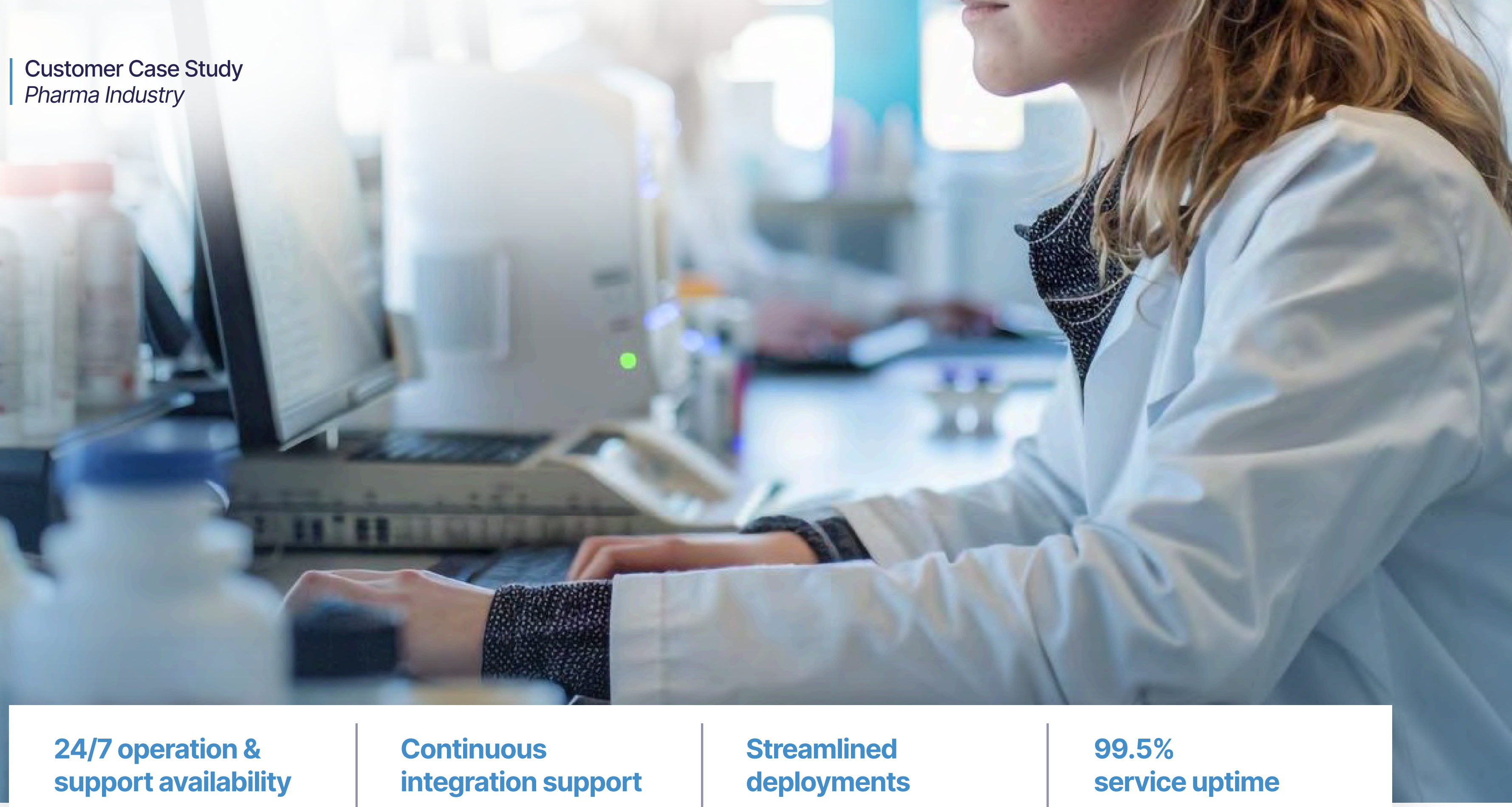


# From Declining Quality to Operational Excellence

## 24/7 Application Operations & Management for Pharmaceutical Logistics



Customer Case Study  
Pharma Industry

### 24/7 operation & support availability

Around-the-clock monitoring and assistance to ensure uninterrupted service.

### Continuous integration support

From development to production, full lifecycle support for all integrations.

### Streamlined deployments

Reliable, repeatable deployment processes designed for fast and secure releases.

### 99.5% service uptime

High-availability operations to keep critical systems running without disruption.

## Client Background

A pan-European client in the pharmaceutical logistics sector faced declining service quality and rising costs for IT Integration Application Management services, attributed to an outdated contractual model with their current service provider. The existing environment primarily utilized Axway's B2Bi and WSO2 API Manager applications to deliver shared integration services (EDI and API) across all European countries. To address these issues, the client initiated a Request for Quotation (RFQ), which was distributed to several service providers, including Albocensa, inviting them to submit their proposals.



## The Challenge

The client was struggling with a significant decline in service quality and rising operational costs. This was primarily attributed to an outdated contractual model with their previous service provider, which failed to meet the demands of a high-stakes 24/7 logistics environment. To safeguard their operations, they required a partner capable of modernizing their support framework while ensuring strict compliance and cost-efficiency.

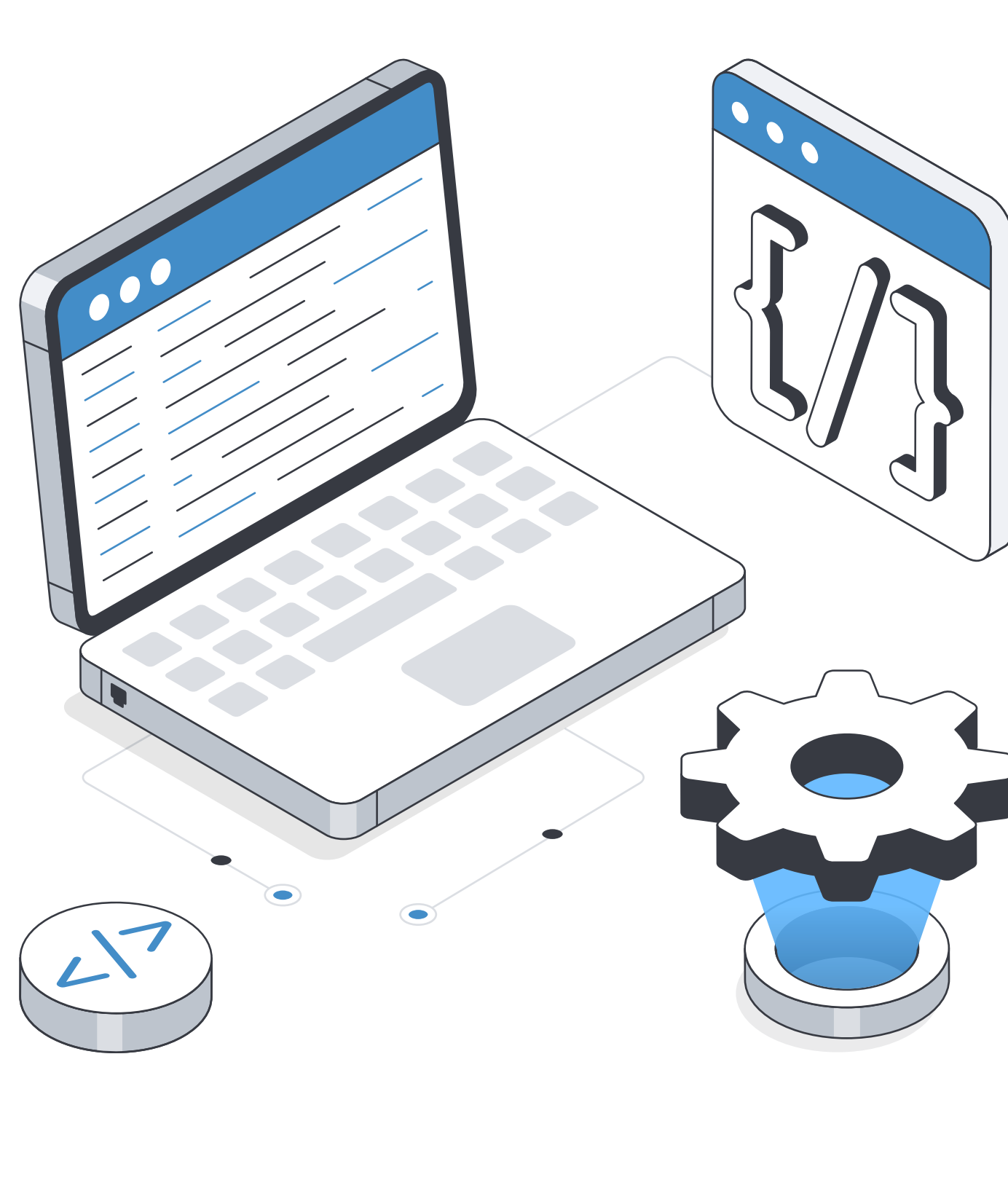
## PROBLEM STATEMENT

How can we transition critical pharmaceutical integration services to a new provider in order to reduce costs, improve stability, and ensure full alignment with ITIL v3 standards?

## The Albocensa Managed Services Blueprint

Albocensa designed a transition project to migrate services from the incumbent supplier. This approach was structured into "AS-IS" assessment, "TO-BE" environment setup, and a "Handover and Hypercare" phase, ensuring zero disruption to the client's critical logistics operations.

A comprehensive **L2/L3 Application Operations Framework** designed to provide seamless, round-the-clock management of the client's integration ecosystem. By centering the strategy on ITIL v3 standards and EU-based delivery, Albocensa ensures that critical integration services are not only stable but also fully compliant with GDPR and healthcare data regulations. This blueprint bridges the gap between complex legacy middleware and the high-speed demands of modern pharmaceutical supply chains.



## The Solution Framework

### 24x7 Multi-Level Support Structure

To provide comprehensive coverage, Albocensa implemented a tiered support model that bridges the gap between daily operations and specialized engineering. By combining 24x7 Level 2 Application Operations with an on-call Level 3 Subject Matter Expert (SME) tier, the framework ensures that every incident is addressed with the appropriate level of technical authority at any hour.

- Ensures rapid incident resolution and data restoration to enhance availability and reliability
- Decreases the number of critical incidents and downtime through continuous expert oversight
- Enhances the quality of delivered services through improved Problem Management

### Intelligent Event Automation

To improve reliability, the Albocensa team implemented event automation and alarm suppression to better streamline the monitoring landscape. This proactive approach ensures that only actionable, high-priority alerts reach the support team, significantly reducing "alert fatigue" and preventing critical system issues from being overlooked.

- Filters out noise to ensure reliable incident recognition and escalation for Level 2 support
- Optimizes event flows, filtering, and correlation rules for better control
- Automates alerting and escalation workflows using industry-standard platforms for faster, consistent incident response

## Core Components Created

### Operational & Shift Management

Establishment of a continuous support structure including 24x7 shift planning and phone management systems.

**Data Scope**  
Shift schedules, contact directories, and escalation matrices.

**Primary Use**  
Ensures constant availability of Level 2 support for the client's European logistics network.

**Key Benefit**  
Guaranteed round-the-clock coverage with no gaps in service availability.

### Incident & Event Management

Configuration of event and incident management workflows within the client's existing tools.

**Data Scope**  
System alerts, incident tickets, and event correlation rules.

**Primary Use**  
Streamlining the detection, logging, and resolution of technical issues.

**Key Benefit**  
Faster incident resolution and data restoration to enhance overall system reliability.

### Standard Operations Procedures

Creation of detailed, step-by-step manuals for consistent daily operations.

**Data Scope**  
Routine operational tasks and application maintenance procedures.

**Primary Use**  
Guiding Level 2 teams through standardized execution of recurring tasks.

**Key Benefit**  
Reduced human error and improved consistency across the pan-European environment.

### Standard Maintenance Procedures

Documentation of protocols for scheduled system upkeep and preventive maintenance.

**Data Scope**  
Maintenance windows, patch levels, and certificate inventories.

**Primary Use**  
Managing the health and lifecycle of Axway B2Bi and WSO2 API Manager applications.

**Key Benefit**  
Prevention of avoidable downtime and enhanced system longevity

### Checklists & Alert Controls

Troubleshooting and development of diagnostic checklists or specific alert suppression rules

**Data Scope**  
Known error databases, alarm suppression lists, and notification triggers

**Primary Use**  
Enabling Level 2 teams to rapidly diagnose issues and filter out monitoring "noise"

**Key Benefit**  
Reliable incident escalation by ensuring only actionable alerts reach support staff.

### Integrated Risk Catalogue

A documented inventory of identified risks paired with specific mitigation strategies

**Data Scope**  
Operational risks, transition hurdles, and compliance vulnerabilities

**Primary Use**  
Proactive risk management and continuous service improvement planning

**Key Benefit**  
Increased visibility for stakeholders and reduced probability of service disruptions

## Strategic Project Outcomes

### Significant Cost Efficiency

The transition to Albocensa's model resulted in cost reductions of 35% for the client.

### Operational Stability

The project successfully decreased the number of critical incidents and downtime. Rapid incident resolution and data restoration enhanced overall availability and reliability.

### Expanded Strategic Partnership

Increased customer satisfaction with the service quality led the client to expand the scope of Albocensa's services.

## Technologies

The technology stack was carefully chosen to support the high demands of the pharma industry.

[See our full potential >](#)



**Axway B2Bi**  
Existing EDI and integration platform managed.



**WSO2 API Manager**  
Existing API management and governance platform managed.



**WSO2 Micro Integrator**  
Lightweight integration runtime used for service orchestration and mediation.



**ELK Stack**  
Centralized logging and analytics platform managed for monitoring and troubleshooting.



**Jenkins**  
CI/CD automation platform used for building and deploying integrations.



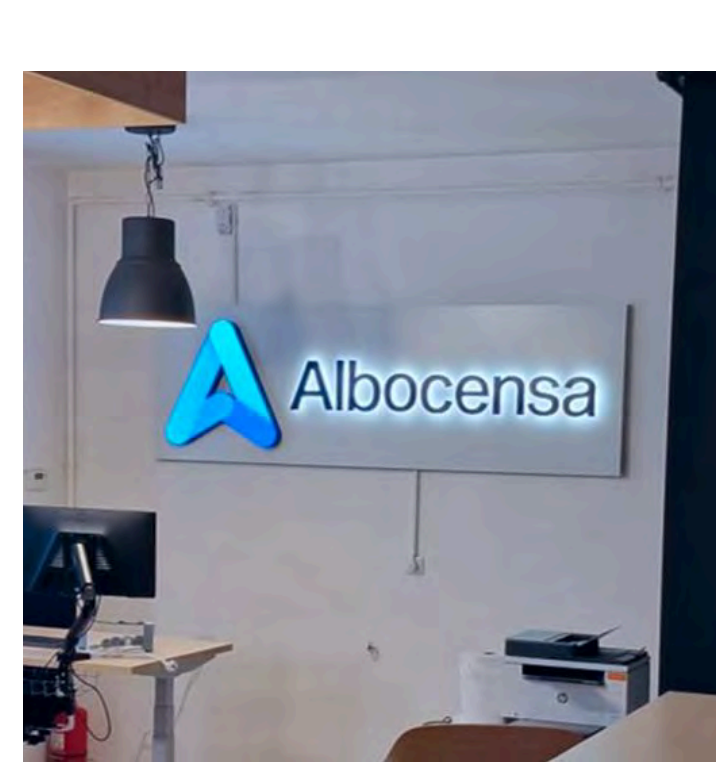
**Grafana**  
Visualization and dashboarding tool used for performance insights and real-time monitoring.



**NiceLabel**  
Label management and printing automation solution maintained for operational workflows.



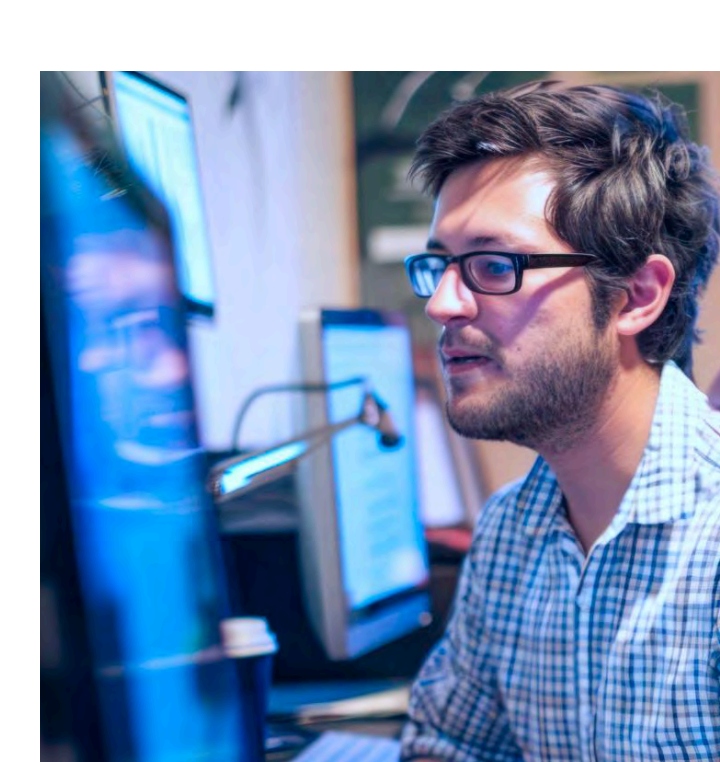
**ServiceNow**  
IT service management platform integrated for incident, change, and request handling.



## Team

The project was executed by a small yet highly efficient Albocensa team. This streamlined structure enabled close collaboration between development and quality assurance, with developers focused on building and integrating system features while QA specialists continuously validated functionality, identified issues early, and ensured reliability. This approach supported agile development practices, allowing for rapid testing, quick feedback cycles, and efficient implementation of the new systems.

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## Client Benefits

By modernizing the operational framework and transitioning to a **24x7 managed service model**, Albocensa delivered a stable, high-performance environment that aligned with the client's strategic goals for digital transformation.

The implementation of **ITIL-compliant** processes ensured that every aspect of application management was optimized for both reliability and scalability across their European operations.

### Financial & Operational

The implementation directly addressed the client's core challenges of rising costs and declining service quality by introducing a more efficient and automated support structure.

- Cost Reductions:** Achieved a significant 35% reduction in operational costs through an optimized service model.
- Reduced Downtime:** Lowered the volume of critical incidents and service interruptions through proactive maintenance and 24x7 monitoring.
- Adherence to SLAs:** Ensured strict compliance with Service Level Agreements, providing the client with guaranteed performance benchmarks.
- Rapid Resolution:** Enhanced system availability through faster incident resolution and effective data restoration protocols

### Quality & Visibility

The transition provided the client's enterprise management with unprecedented insight into their IT landscape and a clear roadmap for ongoing optimization.

- High-Quality Reporting:** Comprehensive daily standups, bi-weekly, and monthly reporting provided deep visibility into operational status and process performance
- Continuous Improvement:** Established a Continuous Service Improvement catalog focused on root cause identification and long-term incident prevention.
- Risk Mitigation:** Proactive identification and mitigation of risks through a centralized risk catalogue ensured smoother, more predictable operations.
- Regulatory Compliance:** Guaranteed GDPR compliance and data security by utilizing EU-based resources and ITIL-standardized procedures.