matrix42

Case study: Mundipharma

At Mundipharma, license and contract managment is now a walk in the park

Pharmaceutical company Mundipharma breaks new ground: by introducing an innovative tool, manual efforts in the management of licenses and contracts are reduced enormously, while the quality of data is improved and sound planning is made easier.

Up until 2006, Mundipharma's license and contract management was in desperate need of improvement. Too much had to be done manually: only hard copies of contracts were filed, and the tool of choice for planning the deadlines and costs of all maintenance and support contracts was Excel. The licenses that had been purchased could therefore only be synchronized with the actual usage, which was determined technically on the client, by hand – be it for a quarterly check or the re-purchase of a license. The software that was actually installed was determined automatically by the Empirum Inventory scanner.

Heinrich Conrad, Director Contract Management, is glad those days are over: "We simply had to put too much effort into our license and contract management during the course of a year. And if you handle your data manually they are never up to date. Moreover, as the data was entered by hand, the risk of working with incorrect data was way too high."

Especially in license management, the task's complexity often led to delays and insecurities. Approved licenses, for example, could only be used at different workstations after extensive manual research. "Sometimes, the resources we required for the manual research were out of all proportion to the savings we made by using the license again," remembers Conrad. To make matters worse, retracing the different versions and releases of a purchased software and differentiating between them was extremely difficult. "Determining whether an upgrade, an update or a new purchase was necessary, was often an endless task, depending on the history of the license," adds Conrad.

"In addition, it was almost impossible to figure out which user was currently using which version of a particular software. As computers were often swapped or exchanged, users did not match the paper records anymore."

Mundipharma is one of the leading medium-sized, research-based pharmaceutical companies. The company is headquartered in Limburg, Germany, and is known as the "pain expert".

The innovative drug manufacturer focuses on the areas pain therapy, oncology and wound healing, and likes to describe itself as a modern service provider for pharmaceutical wholesalers and hospitals.

In 2009, the company's revenue amounted to 268 million euros. Employing almost 900 people, Mundipharma is one of the biggest employers in the Limburg-Weilburg region in Central Germany.

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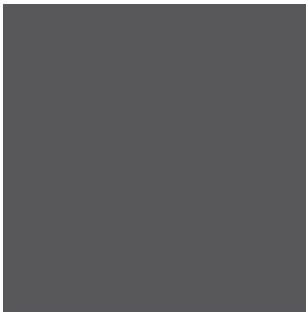
The company was quick to define its main requirement when it came to finding a suitable solution: maximum automation of their data maintenance and thus highest data quality. Another important requirement was that different employees in IT and purchasing would need access to current data at the same time – depending on their role and task – to ensure that requests were dealt with quickly.

Automation after implementation

Mundipharma scanned the market for the best possible solution and decided on the License Manager and Contract Manager from Matrix42 (formerly update 4u). The highly integrated solution links framework, maintenance and support contracts seamlessly with the relevant licenses and rights of use.
A standard interface to Empirum Inventory imports information on the software installed on the client. The reference database – the so-called License Intelligent Pack – consolidates the scanner's results automatically and adds commercial information such as manufacturer, rights of use or the manufacturer's stock-keeping unit (SKU). As a result, the solution presents the company's License Manager with the required licenses automatically and – also automatically – compares those to the licenses that were already purchased. "If you have ever tried to determine manually which license-relevant products are hiding behind a technical scan result you will appreciate the intelligence of a reference database. Filtering out freeware or reports on patches and service packs is a never-ending story," adds Conrad. "Should our inventory report a finger print now which is not recognized by our reference database, a Matrix42 employee will investigate the corresponding product – license-relevant or not – and its manufacturer and will update the reference data accordingly."

Mundipharma does also not need to worry about missing contractual deadlines anymore – the system keeps them informed about all dates and deadlines by email.

▶ "Today, our support staff can look up themselves if there are still free licenses available before installing software. They can also check if software is already installed, but not used. Manual research is now a thing of the past!"

Heinrich Conrad, Director Contract Management

Summary

At Mundipharma, the License Manager and Contract Manager handle licenses and contracts for almost 800 employees. Conrad is happy: "Today, our support staff can look up themselves if there are still free licenses available before installing software. They can also check if software is already installed, but not used. Manual research is now a thing of the past!"

After implementing the License and Contract Management, Mundipharma realized another project together with Matrix42 in 2007: a manually kept asset management database was replaced by the Matrix42 Asset Manager and can since be filled automatically to a great extent.