

Carousel Boosts Boehringer Ingelheim's UPS Support, Relieves IT Team of Day-to-Day Admin

Boehringer Ingelheim, a leading global pharmaceutical company, turned to Carousel to help support and manage its data center's uninterrupted power supply.

EXECUTIVE SUMMARY

Company: Boehringer Ingelheim

Industry: Pharmaceutical

Location: Worldwide, Global HQ in Germany

Number of employees:
~50,000

Challenge: Boehringer Ingeheim was looking for a better UPS to support its infrastructure and managed services to relieve its IT team of admin tasks.

Solution: With Carousel's expertise, Boehringer Ingelheim invested in a modern UPS system, coupled with managed services for technical support and administration.

OVERVIEW

Boehringer Ingelheim is a global, research-driven pharmaceutical company embracing many cultures and diverse societies. Founded in 1885 and family-run to this day, the company is one of the world's 20 leading pharmaceutical companies. It employs more than 50,000 employees worldwide and has a focus on human pharma, animal health and biopharma.

CHALLENGE

Prior to engaging with Carousel, Boehringer Ingelheim experienced shoddy uninterrupted power supply (UPS) resiliency, along with a host of technical issues associated with the UPS. Matthew Wagner, systems engineer at Boehringer Ingelheim, began searching for an active backup solution for its network, as well as a monitoring tool that someone else could manage. The IT team didn't want any of the hassle of trying to troubleshoot and replace a UPS. "We realized no one here has time, so we knew we had to bring in a knowledgeable vendor to do it for us.

SOLUTION

Wagner reached out to Carousel because he knew he wanted a single vendor that could help with selecting, installing and then managing the UPS units. "I was impressed from the start; out of three vendors selected for an RFP, Carousel was the only one to send someone on-site to look at the infrastructure." He also explained that Carousel could show him the difference between his current product and something that could offer more muscle to his UPS needs. The quest led the company to an Eaton UPS that has better functionality and more efficiency, all within budget.



PHARMACEUTICAL



FAMILY-RUN



50,000 EMPLOYEES

1885

FOUNDED IN 1885

RESULTS

When asked about the installation process, Wagner said, "If we had to implement this on our own, it would have been a nightmare. Because of the software already in place, and with Carousel's help, it was pretty seamless."

Eventually, the Boehringer Ingelheim team will realize a fully stable environment with monthly management reports and managed services should anything need service. "I've been very happy with Carousel's support. If we need anything, I get a response within an hour, which is pretty impressive." Wagner continued, "We're starting to move forward with a global implementation of UPS units and monitoring. I'm looking forward to Carousel monitoring for a global server in one of our data centers."