

SAFETY AND ADDED VALUE AT WORLD LEADING PHARMACEUTICAL PLANT



From left: Juan Casero (Lilly España), Jesus Fornieles (RDI) and Horacio Garcia (Lilly España) in front of Lilly Spain's main office building.

The Spanish headquarters of the US pharmaceutical giant, Lilly, has depended for many years on the reliability of R&M's cabling solutions throughout its plant north of Madrid. The revolutionary Patch Guard system enables Lilly now to reduce their daily workload.

Lilly España is one of the few international branches of the leading US pharmaceutical company that is totally self-sufficient with its own full production facilities. With over 1000 employees, the plant produces non-cephalosporanic medicines such as Prozac®, Evista® and Zyprexa® which are exported to nearly 110 countries. Recently voted "The Best Workplace in Spain 2008", Lilly España prides itself on attaining the highest standards of quality through greater efficiency and shorter times to market, excellent customer service and a high level of competitiveness.

The network installation was carried out using R&M products and solutions from the very beginning by R&M QPP installers RDI, together with local R&M certified distributors Alpax. Thousands of kilometers of network cabling interconnect 20 buildings throughout the 93 000 m² plant, including the Production, Admin, Sales, Logistics and Storage facilities, with 2 data centers via 25 redundant switches. All in all, the Spanish plant has over 7000 connection points installed using R&M products and today RDI and Atlas are actively involved, almost on a daily basis, in the maintenance and upgrade of the system under the supervision of Lilly España's Site Service and Infrastructure Manager, Juan Cavero, and his team of seven technicians.

Right from the start, RDI have been prescribing the use of R&M's products and solutions, and Juan Cavero has happily followed that advice not only because such solutions are good for all functions and applications, including VoIP, VPN and CCTV, across the whole plant but also because of R&M's superior quality, excellent delivery times and extreme reliability. "Not once since the plant was built have we had a single cause for complaint," he says. "Deliveries from R&M have always been on time and their products have never failed".

Although already a long term satisfied customer, Juan Cavero was recently introduced to the revolutionary Patch Guard security system during a meeting with R&M's Area Sales Manager. Sufficiently impressed by what he saw, he ordered a number to

be fitted to patch cords in the complex of meeting rooms in Lilly's central administration building. Up to that point, he and his team had been dealing with almost six incidences a day in the rooms with VoIP and videoconference facilities where the network patch cord had been unplugged by someone and subsequently not re-connected properly. Due to these frequent incidences, the scheduled meetings or videoconferences were often delayed by up to half an hour with all the subsequent annoyances for the participants and their agendas.

The consequence of fitting R&M's "Plug and Lock" components to the patch cords immediately revolutionized the working day of Juan's team of technicians. "The number of incidences where we were called out to re-establish the network connection in the meeting rooms went down from six to zero almost overnight," says Juan Cavero, "eliminating the waste of man hours given over to a relatively simple but frequently occurring problem and allowing us to concentrate on dealing with more complex maintenance tasks elsewhere".

The clever design of its Patch Guard and colour-coded connection Layer 1 security solutions has provided significant added value to R&M's already excellent product offering that Lilly España has long been enjoying. Juan Cavero was convinced by this and now reaps the benefits of using them. Were it up to him, he says, he would fit security of level 3 (Patch or Plug Guard) to all 7000 connection points throughout the plant.

Miguel Ángel Sevilla Nebri,
R&M Spain/Portugal
miguelangel.sevilla@rdm.com

