

# New remedy at Bristol- Myers Squibb: WINDEV Mobile

ALTEVA has implemented a complete solution for managing building and office maintenance requests at Bristol-Myers Squibb's European headquarters.



## The company

Bristol-Myers Squibb is a major player in the medical and pharmaceutical field.

Bristol-Myers Squibb fights every day to prolong and better life by finding therapeutic solutions for illnesses that affect major areas of public health such as HIV/AIDS, cancer, cardio-vascular diseases, neurosciences and pain (especially through products in the UPSA brand).

The group employs 42,000 people worldwide. In France, Bristol-Myers



Squibb employs 3,200 people. The "Le Cristalia" building in Rueil-Malmaison is the European headquarters for the group.

## Project Leaders

**Sébastien Le Drogo** (on the left) is a project manager for Bristol-Myers Squibb. ALTEVA is a consulting company that designs, develops and implements software solutions for building maintenance.

**Christian Blandin** (on the right), the company's co-founder, was in charge of the project.



## Mission possible for 950 employees thanks to WINDEV and WEBDEV

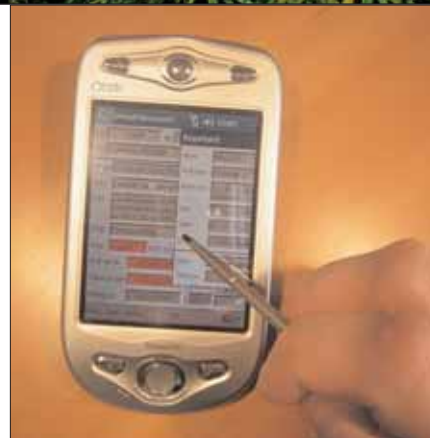
Managing maintenance calls is one of the major needs of the facilities department. This consists of simply and efficiently managing the maintenance request process from inception to resolution.

Bristol-Myers Squibb wanted to offer its headquarters a flexible solution for managing the request of its 950 employees and provide a solution in the shortest possible timeframe.

These requests can be technical (air conditioning, printers, lighting, moving offices, and so on), but can also be requests for services (such as employee badges, taxis, meals, janitorial services, messengers, copies, gym, and more).

ALTEVA, which specializes in this area, was selected to answer this complex problem.

*"We were able to accept this challenge thanks to the consistency and the interoperability of the WINDEV, WEBDEV and WINDEV MOBILE suite"* declared Christian Blandin.

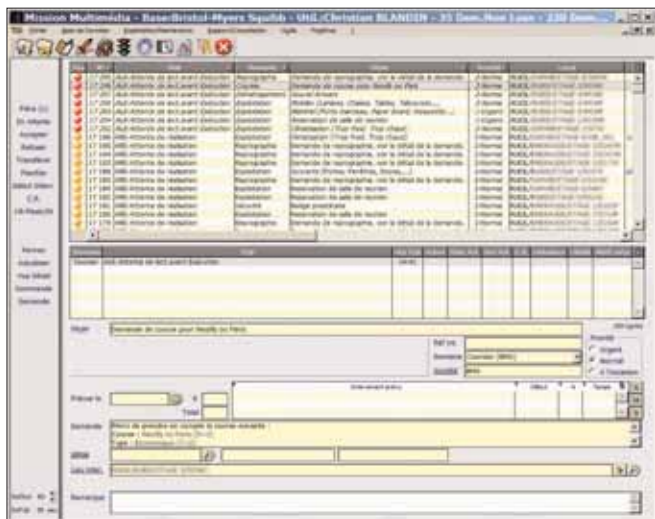


## Back Office, Front Office, and Mobility: a single language!

The proposed automated solution is made of three large modules: the back office module, consisting of the "Mission" maintenance management software used by the technicians. This is the core of the system.

The second large module, the front office, is named "Cristalia Services". Participants use this portal to enter and follow their requests.

*"This was a key element of the proposal. Using WEBDEV allowed us to*



build a custom and fully operational prototype in a few days. Let me tell you that it was crucial to the final decision made by Bristol-Myers Squibb", proudly declares Christian Blandin.

He also confided: "Creating dynamic pages with WEBDEV is ideal. It offers the same ease-of-use as WINDEV, the acknowledged leader. We even recovered windows from the Mission application and converted them into pages".

### 1600 requests per month

Each month, 1,600 requests are recorded on the "Cristalia Services" portal and dispatched automatically or manually to the relevant technician. Actually, based on the request's object, somebody assigns it according to the current constraints (urgency of the request, vacations, etc.)

Finally, the last module in this offer is "Mission Pocket", the software available on the PDA of the technicians who work in the building. "WINDEV Mobile established itself as the best solution on the market



in term of development speed as well as in quality of the UIs that can be built. Furthermore, it uses the same language as WINDEV and WEBDEV", underlines the ALTEVA co-founder. "The ease-of-programming and the ability to share code among products in the PC SOFT suite provides an invaluable gain of time. We could not envision using three different development tools. The timetable would have never been achieved without WINDEV, WEBDEV and WINDEV Mobile", he adds.

### WiFi connection

The ten technicians, equipped with a PDA (Dell Axim) receive in real time the requests assigned to them. "With WINDEV Mobile, the application uses timers that regularly query the database using WiFi and automatically update the list of current requests", clarifies Christian Blandin.

All the information needed for a successful intervention (object and details of the request, complete contact information of the requester, location, telephone number, extension, etc.) is available on the technician's PDA.



### Intervention time split in half for 44,000 m2 (473,600 ft2)!

"Our 44,000 m2 building covers an area of roughly 200 meters long by 33 meters high. Using Mission Pocket allows us to process requests better and faster. This reduces the number of trips per technician. They can go from one request to another without going back to their desk. They are autonomous and manage their workload as they see fit. We were able to cut our incident response time in half, which frees us to better concentrate on preventive maintenance actions for the building. This is why we are seeing a considerable decrease in the number of technical requests" explains Sébastien Le Drogo, Project manager for Bristol-Myers Squibb, explains.

### Link to existing Oracle database

Once an intervention is done, the technician creates his reports on his



Une marque de Bristol-Myers Squibb

PDA in 2 clicks ("that's the absolute truth", notes Christian Blandin). Using a WiFi connection through a RPC server, the central database is updated in real time and the requesters can be notified by e-mail that their request has been completed.

"Both for the back office and the front office we use Oracle. It is our client's choice, and for us from a technical standpoint, it is transparent", underlines Christian Blandin.

### Effective real time and optimal communication; WINDEV, is like vitamins!

Through "Cristalia Services" the requesters can be kept informed of each step of their request's resolution (initial request, acceptance, planning, intervention start, total or partial resolution, etc.)

"This solution provides for ultimate communication between all the players. From inception to closing of a request, from the easiest to the most complicated (personnel move and/or office move for example)" clarifies Sébastien Le Drogo, who is delighted by the solution provided by the ALTEVA team.

Management can keep track of the workload for each technician and contractor on their team.

### WINDEV Mobile makes life even better

Bristol-Myers Squibb is going to go even further in servicing its tenants by adding a meeting room management module.

"In the Pocket PC part, we are planning to include inventory management, access to equipment history and data entry through a bar code system", concludes Christian Blandin.

ALTEVA can be proud of its success, which is reflected by the 200 or more sites that use its back office application in areas ranging from insurance, luxury goods and finance to industries and transportation as well as public sector and health care.

