

## MEGA Assists in the Strategic Alignment of OCP Information System

### 1. Reasons for the Project

- The information system is becoming outdated
- Many applications (a mix of about 50 software packages and specific applications) are centred around SAP Oracle databases, and Software AG's Adabas
- The system is complicated and is not very flexible in terms of growth requirements.

*"The information system needs upgrading to be made more flexible, scalable and capable of meeting the requirements of businesses that are growing faster and faster,"* explains Christel Loitron, CIO at OCP. Streamlining the system will reduce the number of applications to maintain, technologies to learn, and interfaces. In addition, an overhaul of business computing will open up the information system to suppliers - by giving them protected access - and to pharmacies, so that they can place their orders online.

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Previously, the implementation of a process-based approach enabled modelling projects to be launched. Later, in order to adapt the project's language for process automation, the IT management decided to rely on the MEGA tool, the related methodology, and its shared repository for describing the processes, applications and data. This work, which was performed with MEGA, helped the IT management ensure consistency with a dynamic view linked to the product's functionalities. Additionally, the functional and technical architecture could be matched to the processes.



**Christel Loitron**  
CIO at OCP

### OCP

- Established in 1924
- Activities include distribution and services for pharmaceutical laboratories and the 23,000 pharmacies in France
- 2007 sales of 7.16b€
- A workforce of 4,370 employees
- Deliveries to 17,000 customers twice each day.

### Gehis France

- OCP's IT subsidiary, which administers the OCP information systems in the manner of an information systems group subsidiary
- Approximately 100 employees
- Member of Cigref (IT Club for Major French Companies).



« *We must use the tool to perpetuate the initiative and to keep it viable* »

## Advantages for the Customer

- Higher quality in analyses
- Faster formalization
- Improved transversality
- A dynamic view at different levels of granularity.

## 2. Choosing MEGA

Christel Loitron was convinced that a unique vendor would be needed to manage the tool, the method and the support. The pilot project describing processes within the information system revealed that MEGA was able to elicit constructive and organizational ideas through modelling. “*We don’t improvise,*” notes Christel Loitron, who doesn’t want to limit herself to the processes. “*We use methodological tools. We must use the tool to perpetuate the initiative and to keep it viable.*”

## 3. Implementation

A project was launched to expand the information system. It began in 2005 and started with a process-based approach. The project involved aligning the information system based on the development of a chequer board strategy. Christel Loitron took charge of this strategy and applied it inside the company to model the operation. “*We then defined the value creation fields as well as the processes involved in creating value.*”

MEGA entered the picture at that stage. From 2005 to 2007, Christel Loitron continued managing this initiative. She

applied it to the business processes and to all IT processes. She created a dedicated business process team within the IS department in order to streamline and strengthen the business needs within the IT project team.

In terms of resources, they needed a full-time person for a few months in order to implement the methodology.

## 4. Benefits

The process-based approach that was implemented with MEGA enables OCP to:

- Formalise and simplify, and visualize business processes, define what needs to be automated, and avoid redoing work done already
- Ensure that the business departments ask appropriate questions, help them to communicate, and provide traceability between the business department and the IT management
- Reduce the time needed to formalize and validate each stage
- provide transparency on the information system.

## The Customer Applauds MEGA’S Consultants

Christel Loitron, OCP’s CIO and CEO of Gehis, comments, “*The methodology provided by MEGA consultants allowed us to formalize the information system steering processes and the overall information system processes, i.e. to manage the information system expansion project and to ensure the operational service’s quality.*”

“*This methodology enables us to have a better understanding of the business departments’ true requirements and to use a common language, which our representatives really appreciate because a common language democratizes issues related to the information system,*” emphasizes Christel Loitron. “*MEGA consultants were also needed to assist Gehis in modeling its own processes. They demonstrated their ability to address a variety of problems.*”

