

Johnson & Johnson : managed service for EMEA core **infra & network**

J&J was looking for a **managed** service partner to handle all IT related requests coming from J&J EMEA business related to **networking and core infrastructure**.

Simac build a **team of 32 people** to handle the intake of requests via the J&J ISM platform and act as interface between the requestor and technology partners to ensure timely and flawless implementation within budget of the requested services.



Company profile

- The world's 6th-largest consumer health cy
- The world's 6th-largest biologics company
- The world's 5th-largest pharmaceuticals cy
- 126. 500 employees
- 60 countries

Context



Solution

- Permanent training & technology watch for people involved in the managed service
- Overall Service Level Management on the delivered services.
- Budget and project follow up

Advantages

