Success Story:
SAP ® Managed Services and Public Cloud Hosting

- A world leader in the discovery and production of enzymes for molecular biology applications.
- Founded in the mid-1970s.
- Headquartered in Ipswich, Massachusetts with global operations.
- www.neb.com

Overview

New England Biolabs ® (NEB) was founded in the mid-1970s "by scientists for scientists". The organization is recognized for consistently providing products of exceptional quality along with unsurpassed technical support. For over four decades, NEB ® has been shaping the landscape of bioscience research by discovering, developing and supporting superior research reagents.

The Challenge

Since implementing SAP in 2014 the enterprise application has served as the core system supporting manufacturing, quality, sales and distribution, materials management, and finance. NEB's SAP S4/HANA instance is highly integrated with electronic order channels (i.e. web, EDI, procurement portals, and IoT freezers located at the customer sites). NEB also makes extensive use of Fiori.

NEB has always relied on a 3rd-party for SAP Basis and infrastructure support but was dissatisfied with the quality of care they were receiving. Frequent outages, delayed projects, and unacceptable downtime metrics were the norm. With a multi-year global rollout of their SAP system on the roadmap, NEB needed to create a stable platform and find a more reliable SAP managed services partner ASAP.

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SAP is a global platform that currently supports our US, Singapore, Australia, and New Zealand operations.
Lennox Brown,
Manager, IT Business Applications

Experts in SAP and Public Cloud solutions, Managecore quickly ascended as NEB's top choice. Managecore provided customer centric SAP Basis managed services, averting the typical help desk queue. Managecore also offered a powerful client portal via its Watchdog Platform, to automate Basis and Cloud processes.

The Managecore Solution

Managecore stepped into plan, administer, and oversee the company's SAP to Azure Cloud migration, proactively offering strategic guidance throughout the project's lifecycle. Each member of Managecore's migration team shared their knowledge and kept the NEB team well-informed. Managecore was transparent from the outset which led to a highly successful Cloud migration. In addition to seamlessly managing all technical aspects during the migration project, Managecore was also able to architect and deliver a High-Availability (HA) infrastructure, complete a troublesome solution manager upgrade, and resolve a painful single sign-on issue.

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Managecore delivered high quality work, shared knowledge with our team, and truly listened to me as a customer throughout our highly complex migration project to the Public Cloud (Azure).

Christian Gaden,
Project Manager

The Result

After the system went live, NEB continues to receive consistent, hands-on customer support. Managecore's customer-facing engineers demonstrated that they were more than technologists; they are also a tight-knit team that worked collaboratively to ensure NEB's long-term success.

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The quality of work Managecore provides is above and beyond. All levels of employees looked out for our best interest via open and direct lines of communication.

Lennox Brown,
Manager, IT Business Applications

Watchdog

Client Portal -Monitoring and Cloud Automation Platform

Managecore installed Watchdog as part of the migration project so NEB would have the ability to proactively monitor their SAP system. Watchdog, a powerful monitoring and automation platform, detects issues and produces reports that can be leveraged by both Managecore's customer engineers and its customers. This delivers real-time access throughout the migration and beyond to notably elevate transparency within the customer's own SAP landscape.

"**Before Watchdog, we needed to log into our PI server for a snapshot of time and we only received a report once each week. Now we have a tool to display the real-time status continually throughout the day along with our full history of data**," said Christian Gaden, Project Manager.

The new Public Cloud (Azure) High-Availability infrastructure being managed by Managecore has given NEB an enormous amount of peace-of-mind and the confidence to continue with their global rollout. All for less cost and a lot less effort.

Having a stable and resilient HA environment has given NEB more than just peace-of-mind. It has enabled them to virtually eliminate planned downtime, orchestrate mid-week patching, support their 24x7 global operations, and keep the business operating while NEB brings products to market in order to support customers working to develop tools and vaccines for SARS-CoV-2.