



## Oracle Customer Spotlight



### Colorcon Ensures IT Performance across Global Operations with Enterprise Monitoring Solution

**COLORCON**  
West Point, PA  
www.colorcon.com

**INDUSTRY:**  
Life Sciences

**EMPLOYEES:**  
1,200

**ORACLE PRODUCTS  
& SERVICES:**  
Oracle Enterprise Manager

“Our IT environment is expanding at a rapid pace—growing from 35 databases to 60 databases and from 6 application servers to 45 application servers in just three years. Oracle Enterprise Manager provided us with comprehensive and automated IT monitoring capabilities that enable us to efficiently ensure high levels of IT performance across our global operations, while containing costs by facilitating increased staff productivity.”

– Naveen Garg, Manager, Global Database and Internet Infrastructure, Colorcon

Colorcon is a global manufacturing company that develops and supplies specialty products for the pharmaceutical, food, and non-toxic printing industries. Colorcon also provides value-added services, including technical services, global regulatory information, and formulation expertise.

#### Challenges

- Provide a comprehensive management tool to facilitate effective and efficient monitoring of the company’s rapidly growing IT environment
- Automate monitoring processes and gain an enterprisewide view of IT performance across operations that span 28 global locations
- Ensure round-the-clock availability of the company’s database, middleware, and enterprise resource planning (ERP) applications that support its worldwide operations
- Enable greater visibility into IT issues to accelerate identification of root causes and problem resolution

#### Solution

- Implemented Oracle Enterprise Manager to provide Colorcon with end-to-end visibility into global IT performance levels, replacing a number of disparate, spreadsheet-based tools
- Increased automated monitoring capabilities—reducing system downtime, maintenance costs, and improving productivity
- Improved service levels with proactive monitoring capabilities that alert IT staff to issues and enable them to rapidly identify and resolve issues before receiving calls from system users
- Enabled Colorcon to expand its IT monitoring and management scope from 50 targets to 800 targets in three years
- Improved problem-solving capabilities with access to historical data and simulated transaction capabilities
- Facilitated consistent IT monitoring across all environments and minimized required database administrator involvement
- Improved the productivity of IT staff members with automated workflows and standardized processes, requiring only two additional employees after expansion from 35 databases to 60 databases and from 6 application servers to 45 application servers in three years