

FERRERO INTL S.A. - LUXEMBOURG

Unified alert and notification management solution – How Ferrero makes sure it is the first to detect arising problems

"Thanks to AlarmTILT, we are sure that our staff will be notified immediately in case of an outage, at unexpected temperature fluctuations, in case of fire or flood. There will be a follow up until someone picks up the call and resolves the incident."

Jean-Pol LAURENT
Facilities Manager

■ Company Overview



Ferrero is one of the world's largest chocolate producers with over 5 billion Euros turnover. It makes treats such as Rocher chocolates and its original product, the chocolate-hazelnut spread, Nutella. Its other products include Mon Chéri hazelnut chocolates and Raffaello, a coconut and almond filled confection. On the non-chocolate side of things, the company makes Tic Tac breath mints. Ferrero also makes snack cakes under the Kinder, Yogo, Brioss, and Fiesta brand names.

■ The Challenge



With offices around the globe, their Luxembourg operations play an important role in Ferrero's EMEA operations. A large part of their IT network infrastructure is located and managed from there. To preserve their critical environment, Ferrero Luxembourg has implemented a series of tools and systems to actively monitor both IT network status and physical access and environmental situation in their different server rooms. Service and intervention agreements were signed with the different providers, who quickly react in case one of their equipments shows a failure. Ferrero needed to add an alert management tool able to collect information from different alarm sources, and intelligently dispatch emails, SMS or voice alerts to staff on duty in a record time.

■ The Solution



AlarmTILT BC was deployed as a unified alert and incident management instrument to alert members of Ferrero staff at very early stages of arising problems. Depending on the source and the severity of the problem, alert procedures will be triggered and inform competent staff. Each escalated alert needs to be acknowledged, resulting in a coherent information flow during incident handling. Intervention procedures have been gradually fine-tuned to deliver an optimal reaction/resolving time. Jean-Pol Laurent, facilities manager Ferrero Intl Luxembourg: "Thanks to AlarmTILT, we are sure that our staff will be notified immediately in case of an outage, at unexpected temperature fluctuations, in case of fire or flood. There will be a follow up until someone picks up the call and resolves the incident."

■ Benefits



Additionally to other business continuity procedures in place, AlarmTILT BC brings peace of mind to Ferrero staff on duty. The intelligent information flow brought by AlarmTILT BC ensures, that members of Ferrero staff responsible for problems solving know, who is reacting to a critical incident message. Furthermore, Ferrero management do not rely anymore solely on third party service providers they agreed maintenance agreements with, as they receive first hand information via AlarmTILT BC in case of critical disruptions and outages.

