



## Alcon Selects GSI for AppCare Managed Services/Tools Release/Vertex

# Alcon

### The Company

In 1945, Robert Alexander and William Conner opened a small pharmacy in Fort Worth, Texas, combining the first parts of their last names to form “Alcon”. The two filled prescriptions during the day, and prepared sterile, injectable vitamins and oral products at night. In 1947, Alcon Laboratories, Inc. was incorporated with William Conner as the president.

As the company expanded over the years, Alcon was acquired by Nestlé of Switzerland in 1977, and subsequently purchased by Novartis in 2011, then became independent in 2019. Today, Alcon has grown to be the world leader in eye care as well as the second-largest division of Novartis with 25,000 associates in 75 countries. With headquarters in Fort Worth, Texas, the company develops and manufactures innovative medicines and devices for eye care, offering a broad spectrum of surgical, pharmaceutical and vision care products to treat many eye diseases and conditions.



*“We selected GSI AppCare managed services based on industry recommendations, their reputation, as well as our prior experience working with GSI. They had previously done a flawless Vertex upgrade in less than 3 months.”*

**Neil Norman,**  
ERP CoE, Application Manager  
Alcon (Novartis)

## COMPANY SNAPSHOT

**Company:** Alcon

**Location:** Fort Worth, TX, USA

**Applications:**

- JD Edwards OneWorld Xe
  - Financials
  - Distribution
- Platform – iSeries
- Database - DB2

**Services Performed**

- AppCare Managed Services
- JD Edwards Tools Release Upgrade
- Vertex Upgrade

## The Issues

After having concerns with the performance of their existing managed services provider, Alcon decided to issue an RFP to help identify a new partner that could provide a high level of service, quality and security for their JD Edwards ERP system. The partner would also need to be able to assist them with upgrades, package builds and deployments, installation of ESUs, etc.

The key considerations in their decision process would include reputation, experience, skillset, responsiveness and price. The recommendations of their peers in the industry would also be a major factor in the decision.

## The Results

After taking a few months to evaluate several vendors, Alcon selected GSI, Inc. to provide managed services for their JD Edwards ERP system. “We selected GSI AppCare managed services based on industry recommendations, their reputation, as well as our prior experience working with GSI. They had previously done a flawless Vertex upgrade in less than 3 months,” stated Neil Norman, ERP CoE, Application Manager.

“We are very pleased with the results we have achieved with GSI. After establishing a baseline, GSI provided innovative suggestions based on their experience and industry best practices to improve our processes. Their extensive resources are very responsive, have a broad knowledge base of experience and are extremely cost effective. It would have been cost prohibitive to hire a similar team of resources in-house. GSI recently helped us with a successful Tools Release upgrade,” Neil went on to say.



## For more information:

Contact us today to learn more. You can also email us or call (855) 474-4377.

## GSI, Inc.

GSI is a forward-thinking organization that aligns and optimizes your digital footprint with your business goals. We combine our deep business and industry experience with our expert knowledge of enterprise applications, automation, cloud and cybersecurity to deliver secure and flexible systems that allow your business to thrive and not just survive.



GSI's comprehensive suite of solutions includes: AppCare, a 24/7 managed service that includes EaaS with flexible "on-demand" services and dynamic pricing; GENIUS AI, an Application Intelligence Platform (AIP) for creating application health and user experience monitors; GENISYS, a solution for optimizing system performance; RapidReconciler®, its inventory reconciliation software; GENOME, which automatically Detects, aNalyzes and Automates the process of converting customizations into Orchestrations; and GatewayNow, low-cost, accelerated time-to-value ITSM solution using the industry-leading ServiceNow platform in a fully managed environment.

GSI consulting and managed services are backed by its signature 100 percent guarantee. Founded in 2004, the rapidly growing company is headquartered in Atlanta with worldwide resources. With over 100 employees, GSI consultants average over 15 years of real-world experience and are certified experts in business, industry, and enterprise applications. GSI provides comprehensive 24/7 global support.

## Why GSI?

“ Their extensive resources are very responsive, have a broad knowledge base of experience and are extremely cost-effective. It would have been cost prohibitive to hire a similar team of resources in-house. ”

*Neil Norman,  
ERP CoE, Application Manager  
Alcon (Novartis)*