



**Calling on IT to fix a problem  
is typical. Calling on IT to drive  
business strategy is Novartis.**

Novartis Pharmaceuticals Corporation's (NPC) Information Technology professionals rank among the best in the business because they're at the heart of our business. Sure, they know the latest programs and technologies but, more importantly, they are focused on identifying new technologies that will push the business forward.

The Novartis Group's broad portfolio and strong and fully automated sales force have yielded nearly \$18 billion in global sales in 2000. With the support of IT, NPC launched six new drugs in 2001 and is on track to launch as many as 15 new therapies over the next three years. We're in a period of rapid and unprecedented growth — growth that can only be sustained by a solid and innovative IT infrastructure.

#### **TECHNICAL SKILLS, COMPREHENSIVE SOLUTIONS**

Depending on their position and functional specialties, NPC's talented and diverse IT professionals have at least five years experience and solid programming knowledge. They are an integral part of NPC and also interact with IT professionals in Novartis Group Companies worldwide.

The department includes specialties in the following areas:

**Workstation Services** provides project support for Novartis business units and the company's infrastructure. Projects include CIC, SFA, SAP and support for the company's move to Windows XP. They have expertise in a broad range of technologies, including Microsoft Windows, Lotus Notes and the latest technology for automating the installation of applications. In this area, experience with major information technology projects, live project management and superior customer service skills are highly valued.

**Sales and Marketing Systems** supports the 5,500 sales representatives driving NPC's bottom line by implementing innovative programs such as Siebel e-Pharma and other CRM tools, Sales and Marketing data warehouse, as well as replacing every representative's laptop with a new model running Windows XP. These customer-focused professionals are project managers who work directly with Novartis marketing teams and help set the direction and ultimately develop IT initiatives to enhance the business. A Bachelor's degree or equivalent experience

is a must, as is expertise in C++, Visual Basic, HTML, XML, Java, UNIX, Interwoven, WebLogic and the Microsoft web environment. Senior professionals hold advanced degrees or extensive IT and business experience.

Managers in this specialty include Functional Information Managers (FIMS) who work with specific functional areas, including Field Operations, Medical Affairs and Corporate Customers, and Business Unit Information Managers (BIMS) who support the business on a more global basis. Regardless of title, all Sales and Marketing Systems professionals are fully integrated in the business and are able to interact effectively with senior leadership.

**eBusiness Support** enables the Novartis eBusiness initiative from a technical perspective, providing critical software and hardware tools and support at all phases, from account management to deployment and lifecycle management. This specialty is highly consultative, and is skilled in translating complex technology to practical business objectives. Professionals include technical account managers who focus on

*(continued)* ►

specific product portfolios and manage projects from beginning to end, solutions engineers who update and develop websites and web engineers who provide server administration and deployment. Expertise in UNIX, BEA, JAVA, Interwoven, Jbuilder, XML, J2EE and Windows NT are essential, as is a Bachelor's degree. eBusiness professionals are the resource for all Novartis web development and web technology, as such must not only understand the technology, but be team players with strong business knowledge and a true entrepreneurial spirit.

#### **DISTINGUISH YOURSELF**

Our IT professionals are distinguished by their customer and business focus, written and oral presentation skills, their penchant for change and their ability to translate complex technical information to a broad range of non-technical professionals. They do more than simply roll-out new

programs or applications, but participate in the process from concept to completion, working closely with internal customer groups or their global colleagues to ensure that all technical aspects of a project are questioned, tested and challenged to ensure quality, efficiency and cost effectiveness.

Our accomplishments over the past two years include the establishment of a global competency center, rollout of NT 4 and PeopleSoft, server consolidation, upgrade of computer data centers, Y2K remediation, Lightning, Light Weight Tools and terminal server services. On the horizon is increased global IT support, Win2K/R5 rollout, and advanced automation of the NPC sales force and other key areas of our business.

#### **INNOVATION REWARDED**

At Novartis, our technology must be as innovative and cutting-edge as the products whose launch and marketing it supports.

That is why we provide endless opportunities for our IT professionals to expand and refresh their skills via lunch and learn classes, workshops and seminars by outside vendors and off-site excursions to tech-ed and Lotusphere to learn the latest wave of technology. The diverse skills and backgrounds of our professionals are appreciated and rewarded through formal recognition programs, and their careers are supported by a formal career path program called Continuums.

So you choose: Would you rather provide technical band-aids or broad-based solutions that drive the global business strategy of one of the leaders in the pharmaceutical industry? We believe the choice is simple. Join the team at Novartis and think what's possible.