LogicMonitor

Febelco ensures 3,200 pharmacies receive critical medication deliveries every 8 hours with LogicMonitor

INDUSTRY
Pharmaceuticals

PRODUCTS
LM Envision Platform

LM Cloud

LM Logs

SOLUTIONS
+ Unified Observability Platform
+ AI-Drive Anomaly Detection
+ Custom Dashboards and
  Service Insights

CHALLENGES > RESULTS
+ Fragmented monitoring across
  six tools > Unified platform with
  centralized visibility > Reduced
  blind spots and improved
  operational clarity

+ Manual, reactive troubleshooting >
  AI-driven anomaly detection >
  Root cause identified in minutes
  instead of hours

+ Excessive alert noise and 50%+ false
  positives > Streamlined, actionable
  notifications > Minimized alert fatigue
  and prioritized high-impact issues

+ Frequent, costly outages up to
  €7M/day > No major outages since
  implementation > Improved uptime
  and consistent medication delivery

KEY OUTCOMES

75% reduction in troubleshooting time:
By replacing six monitoring tools with LM Envision's unified platform, Febelco accelerated root cause analysis from hours or days to just minutes—dramatically improving service continuity and operational responsiveness.

Zero major outages since implementation:
With AI-driven alerts and real-time visibility into their infrastructure, Febelco eliminated major IT disruptions that previously halted national warehouse operations, protecting millions in daily revenue and ensuring timely medication deliveries.

Increased operational efficiency and strategic focus:
LogicMonitor's centralized monitoring freed Febelco's IT team from manual triage, enabling them to focus on innovation, cloud migration, and compliance—boosting overall IT productivity without adding headcount.

Access to medication is a lifeline for millions. Febelco, a leading pharmaceutical distributor in Belgium, plays a crucial role in this ecosystem, ensuring the nationwide network of over 3,200 pharmacies receive timely deliveries of vital medications—three times a day, without fail.

This massive logistical operation depends entirely upon a robust and reliable IT infrastructure. Even the smallest hiccup can create a ripple effect, and adversely impact the lives of countless individuals who rely on Febelco's unwavering commitment to timely medication access.

Facing a complex IT landscape, Febelco ended up with a tangled web of six different legacy, siloed monitoring tools that struggled to keep up with their demanding operational needs.

This fragmented system made it difficult to gain a clear picture of their IT environment, leading to reactive problem-solving and increased risk of service disruptions.

Finding a unified solution for uninterrupted service Febelco knew they needed a better way to manage their IT, one that could provide complete visibility, proactive alerts, and streamline their monitoring processes. That's where LogicMonitor stepped in.

How LogicMonitor Made a Difference

Unified visibility, simplified management: LogicMonitor replaced Febelco's six disparate monitoring tools with one centralized observability platform, providing a comprehensive view of their entire IT infrastructure. This streamlined approach eliminated blind spots and empowered their team to proactively identify and address potential issues before they impact service delivery.

Proactive alerts, faster response times: LogicMonitor's advanced alerting system provided Febelco with real-time notifications of potential disruptions, enabling their IT team to address issues before they escalated into critical problems. This proactive approach minimized downtime and ensured the smooth flow of medication to pharmacies across Belgium.

Enhanced efficiency, optimized operations: By consolidating their monitoring tools and automating key processes, LogicMonitor freed up Febelco's IT team to focus on strategic initiatives, driving further efficiency and optimization within their operations.

Delivering peace of mind, one prescription at a time: With LogicMonitor, Febelco gained an observability platform that provides peace of mind. Knowing their IT infrastructure is constantly monitored and optimized allows them to focus on what matters most: delivering critical healthcare products to the millions who rely on them, three times a day, every day.

Challenge: Maintaining Supply Chain Continuity Amidst IT Complexity

Before implementing LM Envision, Febelco faced:

- Fragmented monitoring spread across six disconnected tools

- Over 50% false positives, overwhelming IT with alert noise

- Troubleshooting that required manual correlation, stretching from hours to days

- Risk of outages costing up to €7 million per day and impacting medication deliveries

"Before LogicMonitor, our team was struggling with slow, manual troubleshooting across a fragmented toolset," said Sven Moreels, IT Infrastructure Manager. "We needed a way to proactively prevent issues and reduce downtime, without increasing operational overhead."

Why Febelco Chose LM Envision

Febelco needed a solution that could:

1. Provide unified visibility across infrastructure and applications

2. Reduce alert fatigue with AI-driven insights

3. Enable faster response and resolution times

After evaluating options, Febelco selected LM Envision for its ability to:

- Consolidate all monitoring tools into a single observability platform

- Deliver AI-based anomaly detection that flags issues within minutes

- Integrate service insights to link infrastructure issues with operational impact

The Immediate Impact of LM Envision

After deploying LM Envision, Febelco saw immediate, measurable improvements:

- 75% faster root cause analysis – reduced from hours to minutes

- Elimination of major outages since deployment

- Recovery from regional fiber outage in under 2 hours

> "
> Since implementing LogicMonitor, we've seen a 4x improvement in incident resolution speed. It has made our service delivery faster and more reliable, protecting both our operations and our customers."
>
> **Sven Moreels,** *IT Infrastructure Manager*

KEY BENEFITS OF LM ENVISION FOR FEBELCO

Unified visibility > replaced six monitoring tools

Proactive incident prevention > AI-driven anomaly detection

Enhanced collaboration > Custom dashboards for each business unit

Business alignment > Tracks ERP, logistics, and warehouse systems

Strategic enablement > Supports Azure migration and NIS2 compliance

With LM Envision, Febelco has successfully eliminated major disruptions, accelerated cloud adoption, and enabled faster project turnaround.

> Scaling with LogicMonitor wasn't just about reducing risk—it was about building resilience into our healthcare supply chain."
>
> **Sven Moreels,** *IT Infrastructure Manager*

What's Next?

With LM Envision fully embedded in its operations, Febelco is looking ahead to:

• Full rollout of LM Logs – enhancing event correlation and accelerating troubleshooting.

• Application-level integration – expanding observability footprint

• Azure migration completion – modernizing infrastructure

> Our goal is not just to manage infrastructure but to anticipate challenges before they happen. LogicMonitor is a key partner in making that vision a reality."
>
> **Sven Moreels,** *IT Infrastructure Manager*

Regaining Control of IT Outages

Before LM Envision, Febelco confronted outages that interrupted national operations. In one incident, 60 IT staff were diverted to manually investigate.

> Now, we can focus on what actually matters— delivering critical medications on time."
>
> **Sven Moreels,** *IT Infrastructure Manager*

Scaling IT while improving service delivery: As Febelco grew, keeping eight regional warehouses and 3,200 pharmacies synchronized became increasingly complex. Scaling required smarter tools.

Why This Matters for Life Sciences

Febelco's experience highlights the critical role of observability in pharmaceutical logistics. By leveraging LM Envision, pharmaceutical companies can:

• Reduce IT outages and prevent delivery delays

• Improve operational visibility and team collaboration

• Scale logistics and infrastructure without adding headcount

In the end, IT resilience is critical to protecting public health.

ABOUT FEBELCO

Febelco is Belgium's largest pharmaceutical wholesaler, delivering up to three times daily to over 3,200 independent pharmacies. With over €1.3 billion in turnover, its operations span two datacenters, eight regional warehouses, and a national delivery network.

ABOUT LOGICMONITOR

LogicMonitor® offers hybrid observability powered by AI. Its SaaS-based platform, LM Envision, provides end-to-end visibility across on-prem and multicloud environments. LogicMonitor helps IT and business teams reduce noise, improve uptime, and deliver exceptional user experiences.. For more information, visit logicmonitor.com and our blog, or follow us on LinkedIn, X, Facebook, and YouTube.

To learn more about how LogicMonitor can transform your monitoring strategy, visit www.logicmonitor.com.

REQUEST A DEMO

logicmonitor.com