

# E.R.P.

## Enterprise Resource Planning – The Case Study



### *The Customer*

Multi-billion dollar pharmaceutical company with worldwide network of over 100 manufacturing facilities.

### *The Situation*

The company relied heavily on computer systems supporting business critical and federally regulated activities. This created a growing compliance risk due to the Food and Drug Administration's increasing emphasis and scrutiny on computer systems, their validation, security, and reliability. Additionally, competitive pressures, and a drive for increased efficiency, required a global improvement in business processes.

### *The Strategy*

A comprehensive and integrated system of common critical business processes across all sites was required. The deployed ERP Solution would address all key site functions including production planning, production execution, plant maintenance, warehouse and inventory management, quality and materials management, and new product introduction, complemented by sales and distribution, procurement and financial functions. Additionally, the following strategic elements were identified as critical success factors:

- Comply with FDA guidelines.
- Deliver additional business capabilities.
- Deliver a tested systems solution that delivers increased efficiency across the manufacturing network.
- Provide a platform to support other strategic initiatives within the company.
- Align with the systems approach of the company.
- Avoid design and systems development costs by providing a comprehensive solution.
- Fully exploit anticipated strategic initiatives to provide ongoing competitive advantage.
- Improve information visibility and usage for management decision making.

### *The Results*

Over the course of a two year period the company launched a major business program and staffed it with over 450 business and systems experts at a central office in Europe. Over \$100 million was invested in the effort and personnel from all of the company's major business units were involved to create a common set of business processes and ways of working for global deployment.

The ERP solution was designed and delivered as a 'shrink wrapped' solution to be applied across the network of plants and consisted of the following standardized elements:

- Over 160 Global business processes covering all site functions.
- A configured and tested SAP integrated system including enhancements, interfaces, reports and generic user profiles required to support the Global Business Processes.
- Supporting documents for the solution, including over 500 Global Standard Operating Procedures and user guidelines.
- A full set of business change management documents, including identified impacts of change, new or changes to existing roles and organization structures, and all education and training materials.
- A standard set of data migration software tools.

### *The i-Solutions Advantage*

The expertise and experience of i-Solutions consultants was integral to the design and execution of this ERP solution. It can be the same for yours. We can provide overall Project Management and oversight, auditing of existing project activities already underway, or consulting services on any and all aspects of your program. Our services are provided by seasoned professionals with practical industry experience and keen awareness of the stringent validation and quality requirements of the pharmaceutical industry. The talent and leadership of i-Solutions consultants will ensure the ultimate success of your program.