

IT Strategy Consulting for a Pharmaceutical Company

Client: Pharmaceutical Company
Location: India

Client Description

The client is one of the largest pharmaceutical companies in India with its operations spread across various locations. It offers a wide niche of products in the Formulation and Bulk drug space. They service the domestic and overseas markets through an extensive distribution network. Most of their manufacturing plants are FDA approved, and hence ensuring compliance is crucial to their business.

Business Need

The client's current IT set-up was predominantly legacy and loosely integrated. Several disparate applications catering to various business needs were implemented over a period of time. A number of key processes required manual intervention and manipulation. This was proving to be a major hindrance. It embarked on an initiative to implement an Integrated Information System covering all business operations of the company. The system is designed to help it collate and disseminate business critical information and keep pace with its rapid growth. The key business challenges faced by the client were:

- Ensuring FDA/ GMP Compliance
- Lack of Traceability for Exports
- Inadequate systems for formulations
- Lack of suitable production systems
- Inability to make on-time regulatory submissions
- Segmental reporting / Cost Centre
- Pricing/ Order Promising
- Inefficiencies due to manual interventions

Solution Offered

Due to its own limitations, the client looked for an IT vendor who could provide strategic inputs and guide its IT department in defining and implementing an IT roadmap that would ensure alignment of IT with its business. BSI, with its rich consulting experience and strong expertise within the Pharma sector, was selected as the IT vendor.

BSI conceived the big picture outlining the To-Be Application Portfolio to obtain the synergies required between functional blocks of applications.

BSI helped the client in defining an IS Strategy and IT Roadmap that was aligned with Business needs and included well-defined deliverables and milestones. This strategy ensured that existing investments were leveraged to the fullest.

BSI further outlined a scalable architecture and the appropriate solutions required by the client to effectively leverage IT.

BSI played a key role in the following areas:

- IS Strategy and Roadmap
- Solution Landscape
- Application Integration Strategy
- Product Evaluation
- Navision Financials Implementation
- Application Enhancements
- New Application Development
- Enterprise Integration
- Channel Development

DELIVERY MODEL – ONSITE/OFFSITE

- Portfolio Analysis and Study
- Architecture
- Application integration
- Solution Design
- Development
- Deployment
- Maintenance

TECHNOLOGY

Platform Windows
Software MS SQL Server 2000, MS SQL Server 2005, Oracle 10gi, ASP, Power Builder, VB, Dot Net
Tools BizTalk Server 2004
Software Microsoft NAV

Benefits to the Client

The benefits for the client were:

- Alignment of IT and Business
- Clear roadmap establishing the foundations for supporting current and future growth
- Preserving investments in legacy applications and re-using components
- Integration of disparate systems to ensure information flow across functions and systems and eliminating manual interventions
- Solutions aimed at increasing visibility and accountability and supporting increased performance levels

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