



KESHAVCONSULTING

Helping your Information Systems work for you!

SAP Data Management System Case Study

Keshav Consulting helps a large North American Biotechnology firm to implement their SAP Data Management System (DMS).

Company Overview and Business Need:

This American based Biotechnology company (Client) implemented SAP DMS to help its data migration from an outdated legacy system used for document management to integrated SAP based one. With our help, the client customized its DMS to fit its unique documentation process for all the materials and to meet regulatory requirements. The DMS solution enhanced the accuracy of DMS reporting and increased the efficient handling of all type of materials and its related data.

Client is a global biotechnology tools company dedicated to improving the human condition. Our systems, consumables and services enable researchers to accelerate scientific exploration, driving to discoveries and developments that make life even better. Client customers do their work across the biological spectrum, working to advance personalized medicine, regenerative science, molecular diagnostics, agricultural and environmental research, and 21st century forensics.

The firm's three research and development centers have produced a number of researches on DNA Analysis, RNA Analysis, Protein & Small Molecule Analysis and Forensics.

The company has historical sales of approximately \$3.5 billion, employs 9,500 people, has a presence in more than 100 countries, and possesses a rapidly growing intellectual property estate of over 3,600 patents and exclusive licenses.

These figures represent the culmination of a corporate growth strategy. "In the last 10 years, we have been expanding overseas by acquiring companies and launching start-ups," explains the Client.

During that time, Business Analysts explored ways to capitalize on the firm's success. "We changed our approach to business from being product-centered to being customer-centered," explains the Client. "This has been a focal point for our business at every level."

That decision would impact their 500 manufacturing professionals working in USA, UK and Europe. According to the Client, "We needed a system that would help our professionals be successful in maintaining of all types of related Documents for each and every material within a specific project. We also needed to make a leap forward in terms of the quality of our forecasting data to better manage our product data matrix."

Solution:

The search for a Document Management System (DMS) solution led Client IT managers to develop detailed requirements. Client wanted to be able to integrate it with their SAP systems so that they could pull data out of them. Given how they have, they also needed a solution that was big and scalable. And because their manufacturing and sales teams spend a lot of time away from the office, they needed a DMS system that could work offline, online, was Web-based.

Three additional criteria included an economical total cost of ownership as well as a system that would be compatible with the firm's processes and existing SAP Landscape. The solution also needed to facilitate meeting regulatory requirements such as the Sarbanes-Oxley Act.

Client used a scorecard to rate SAP DMS, Globodox, and other available document management tools. Client chose the SAP solution because it meets their technology criteria and because it could integrate with their existing SAP systems. They really liked that the platform can easily be customized to the pharmaceutical industry and that the interface is so user friendly.

The initial phase rolled out core, out-of-the-box functionality to speed the SAP DMS solution's deployment to the field. Technicians also migrated the legacy system and integrated with client's SAP systems to be able to access and use data from them. The IT team also customized client records to suit the pharmaceutical industry. For example, the new authorization process to access the material data from a project than directly from material.

Finally our implementation team, Configured workflows that run our project proposal process through the whole chain of sequential authorizations to access the documents.

In USA, UK and Europe, about 500 manufacturing people and around 50 corporate managers and executives are using the SAP DMS solution. Manufacturing people use the SAP MM module to promote customer-centric relationships through networking activities versus traditional manufacturing action items. The solution currently provides some functionality to corporate manager's use to access data in the business process. Executives use reports to monitor Material process documents and develop business intelligence.

Benefits:

Client managers were able to easily adapt the SAP Document Management Systems platform to their specific business practices. They took advantage of workflows, customizations, and integrations with previous data systems to optimize the utility of the solution. As a result, the implementation advanced Client's migration from an old system to the integrated SAP Business culture.

SAP DMS platform readily adapts to unique document management approach. Satisfied with the user interface, Client's IT managers turned their attention towards other customizations. For example, they configured the project systems module to conform to a project based on networking and education activities.

Document data repository provides business intelligence capabilities. SAP DMS has become the primary information source for our client's business because it captures their material and manufacturing activities which gives them more accurate material information and allows us to better react to changing regulatory conditions.

With access to historical Material data, managers have begun developing business intelligence to guide them in their decision making. Business IT team creates reports that compare completed activities against the results that manufacturing team obtain. Those reports have the greatest impact because they are able to make judgments about which activities perform on the materials and which don't. Client realizes that they can do about 70 percent more in terms of analysis and evaluation than they could before with old legacy system. And for the same cost, they can process almost twice as much data.