

HEXAWARE

Enhancing Efficiency and Compliance with Optimized Pharma Data Management

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Our client is a prominent global biopharmaceutical company dedicated to the discovery, development, and commercialization of innovative prescription medicines. With a strong global presence, they focus on addressing critical health challenges in Oncology, Cardiovascular, Renal & Metabolism, and Respiratory & Immunology. Their commitment to scientific excellence and improving patient outcomes drives their extensive portfolio and robust pipeline of new therapies.



Challenge

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Our client faced inefficiencies that put their operational integrity and compliance at risk. Here's a closer look at the challenges they encountered and the goals they set out to achieve:

- **Data Management Challenges:** Managing vast amounts of historical medical data proved difficult. Inefficient data collection processes resulted in incomplete and inaccurate records, which hindered the ability to track and report key metrics. This lack of reliable data made informed decision-making challenging, ultimately impacting overall productivity.
- **Manufacturing Output and Quality Control:** Due to the data inefficiencies, manufacturing output was not at its optimal level. Quality control processes were compromised, leading to potential risks in product quality. This situation not only affected the company's reputation but also posed significant risks in terms of meeting industry standards.
- **Regulatory Compliance Risks:** The inability to efficiently manage data and maintain quality controls put the company at risk of non-compliance with regulatory standards. Compliance is critical in the pharmaceutical industry, and any lapses could lead to severe penalties and loss of trust among stakeholders.

The client wanted to integrate its data management processes to create a cohesive system that would support better decision-making. By doing so, they sought to improve operational performance and ensure that all processes were aligned with regulatory requirements. The ultimate task was to streamline operations, ensuring that data management, manufacturing, and compliance processes worked seamlessly together. This integration was essential to enhance the company's overall effectiveness and ensure sustainable growth.

However, the challenge here was to achieve these improvements within a set budget and timeline. This required careful planning and execution to ensure that resources were optimally utilized without exceeding financial or time constraints.

Addressing these challenges required a strategic approach, focusing on optimizing processes, leveraging technology, and fostering a culture of continuous improvement.



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Hexaware’s solution to the pharmaceutical company’s challenges was both innovative and comprehensive, leveraging the Planned Information System (PIS) to optimize management processes. Here’s how the solution unfolded:

- **Enhanced Data Collection Process:** Hexaware focused on refining the data collection processes to ensure accuracy and completeness. By implementing advanced data capture technologies, our client could reliably gather critical medical data, reducing errors and inefficiencies.
- **Improved Batch Tracking:** The PIS enabled robust batch tracking mechanisms, allowing the client to monitor the production process in real-time. This improvement ensured that each batch met quality standards and regulatory requirements, minimizing the risk of non-compliance.

- **Streamlined Report Generation:** By automating report generation, Hexaware facilitated faster and more accurate reporting. This automation not only saved time but also provided stakeholders with timely insights, aiding in better decision-making.
- **Equipment Analysis:** A thorough analysis of 250 pieces of equipment was conducted to identify areas for improvement. This analysis helped in optimizing equipment performance, thereby enhancing manufacturing efficiency and maintaining stringent quality controls.
- **Integration of Data Streams:** Diverse data streams were integrated into a cohesive system, allowing for seamless data flow across departments. This integration supported real-time decision-making and fostered a culture of continuous improvement in manufacturing operations.



Benefits

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The implementation of Hexaware’s solution yielded a range of significant benefits for the pharmaceutical company, both in the short and long term:

- **Enhanced Server Communication:** By improving server communication, the solution effectively reduced errors and shipment delays. This enhancement ensured that data was accurately transmitted and received, minimizing disruptions in the supply chain and enhancing overall reliability.
- **Streamlined Processes:** The solution streamlined communication between servers and equipment, minimizing gaps that previously led to inefficiencies. This integration allowed for smoother operations, reducing downtime and enhancing productivity across various departments.
- **Transparency and Precision in Medicine Processing:** By ensuring transparency and precision in medicine processing, the solution prevented inadvertent entries into the warehouse. This level of control helped maintain inventory accuracy and ensured that only verified and compliant products were processed and stored.

- **Long-term Improvements in Manufacturing and Quality:** Over time, the solution contributed to significant improvements in manufacturing and quality processes. By optimizing these critical areas, the company achieved higher operational efficiency, reducing waste and enhancing product quality.
- **Sustained Customer Service Levels:** The successful implementation of the solution was reflected in the company’s ability to maintain a 99% customer service level. This high level of service demonstrated the solution’s effectiveness in meeting customer expectations and ensuring timely delivery of products.
- **Monitoring Room Temperatures:** The Planned Information System (PIS) also supported monitoring room temperatures to ensure optimal conditions for medication manufacturing and storage, maintaining product integrity.



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Hexaware’s innovative approach enabled the pharmaceutical company to successfully navigate data management in pharma challenges. By optimizing data processes and integrating systems, our client improved operational efficiency, compliance, and customer satisfaction, setting a new benchmark for operational excellence in the industry. Overall, Hexaware’s data management solution not only addressed immediate operational challenges but also laid the foundation for sustained efficiency and growth, positioning the company as a leader in the pharmaceutical industry.



About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate. With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at
<https://www.hexaware.com>.

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