CASE STUDY

Enabling Regulatory Compliance with SAP S/4HANA for a Global Pharmaceutical Giant

About the Client

The client is a Global Active Pharmaceutical Ingredients (APIs) developing and manufacturing partner for the world's top pharmaceutical and biotechnology companies. They've delivered high-quality active ingredients for over half a century while adhering to the highest industry standards. They have a diversified portfolio of over 70 APIs and are leading the industry in products that treat respiratory, inflammatory, and liver diseases.

Executive Summary

The client struggled with non-integrated systems to support their upcoming business growth and adhere to the global reporting and compliance requirements. Their disparate systems did not meet the GxP compliance, particularly in Europe and the USA regions.

Therefore, necessitating the maintenance of separate records for compliance perspective. The client partnered with Techwave to implement SAP S4/HANA to enhance efficiency, ensure progressive compliance, and streamline global operations.

techwave

Established in 2004, is a global end-to-end IT services & solutions company, which develops long-term relationship with clients by leveraging unique delivery models and expert frameworks.

Vertical:
Lifescience

Region: Global / India

Key Challenges:
Regulatory compliance requirements, lack of real-time data visibility, complex global supply chain processes, and fragmented systems.

Business Challenges

- Lack of compliance with stringent global regulations (FDA, EMA) caused difficulty keeping up with evolving requirements risking non-compliance and legal exposure.
- Limited integration with the current ERP system, inhibiting the client's growth and innovation.
- Limited access to real-time financial data, hindering profitability analysis and strategic decision-making.
- Inability to manage the global supply chain (involving raw material procurement, production, and distribution), quality, and timely delivery of materials.
- Unable to manage complex production processes that require precise planning, resource allocation, and process control while adhering to compliance requirements.
- Inability to handle growing data volume caused inaccurate reporting and forecasting.

Techwave's Strategy & Solution

The pharmaceutical industry is highly regulated; therefore, properly validating the system was crucial. Techwave implemented the **S/4HANA** system to accurately record and manage critical data related to manufacturing & quality control while conforming to the necessary industry standards **(GxP & 21GFR Part 11).** Some of the major solution implementations include:

- Leveraging SAP S4/HANA to streamline inventory, procurement, and vendor management with real-time insights—optimizing supply chain processes.
- Assisting multiple R&D and CAPEX projects management, enabling real-time collaboration with global teams.
- Implementing Enviromental, Health and Safety (EH&S) to manage the core industrial hygiene and programs to enhance and optimize safety standards for everyday business operations while ensuring compliance with legal requirements and regulations
- Implementing a workflow-based purchase proposal process, allowing the client to evaluate proposals from multiple vendors based on numerous evaluation criteria
- Integrating predictive maintenance and ensured real-time quality control monitoring.

Business Outcomes

Techwave successfully implemented the S/4HANA system, managing critical business processes and functions while consistently meeting regulatory compliance standards, including regular audits. Some of the significant business outcomes include:

20% Reduction in compliance documentation efforts

50% Reduction in reporting time , Improving real-time data processing across business operation

40% Acceleration in decision making due to Advanced analytics and machine learning

30% Error Minimization by setting up automated workflows, while ensuring global regulatory compliance across Europe, USA and other regions.

Featured Technologies

SAP S/4 HANA 1909

SAP FIORI

About Techwave

Headquartered in Houston, TX, Techwave provides Global Technology and Engineering Services and Solutions. A certified SAP Gold Partner, Techwave has driven digital transformation for 600+ clients worldwide since its inception in 2004. Techwave provides end-to-end SAP services encompassing GROW with SAP, RISE with SAP, SAP AMS, Data Migration, BTP, Analytics, and more.

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