



Deploying a global standard for weigh and dispense

Top 10 Pharmaceutical Organisation

At a Glance

Company: Top 10 Pharmaceutical organisation

Location: US

Project Mission

Deploying a company-wide standard solution for weigh and dispense to coincide with the integration of a new enterprise resource planning system (ERP).

Product / Services

Implementation and on-going support for FormWeigh solution

Challenges

- Synchronising implementation with a new ERP system
- Identifying and providing a solution to overcome limitations of legacy weigh and dispense solutions

Solution Delivered

- Weigh and dispense solution deployment
- Interface with client's ERP
- Roadmap for deployment to be replicated across other manufacturing sites

The Challenge

One of the world's largest pharmaceutical companies needed a partner to assist with the design, development and support of a corporate standard solution for weigh and dispense. Previously, the customer had relied on a legacy product that was fast becoming obsolete and which had had its support model withdrawn by the manufacturer, therefore the cost of ownership was increasing. The company worked with Zenith Technologies to design a solution that would increase productivity, ensure consistent batch-to-batch quality of products and enable compliance with regulatory requirements across its global manufacturing sites.

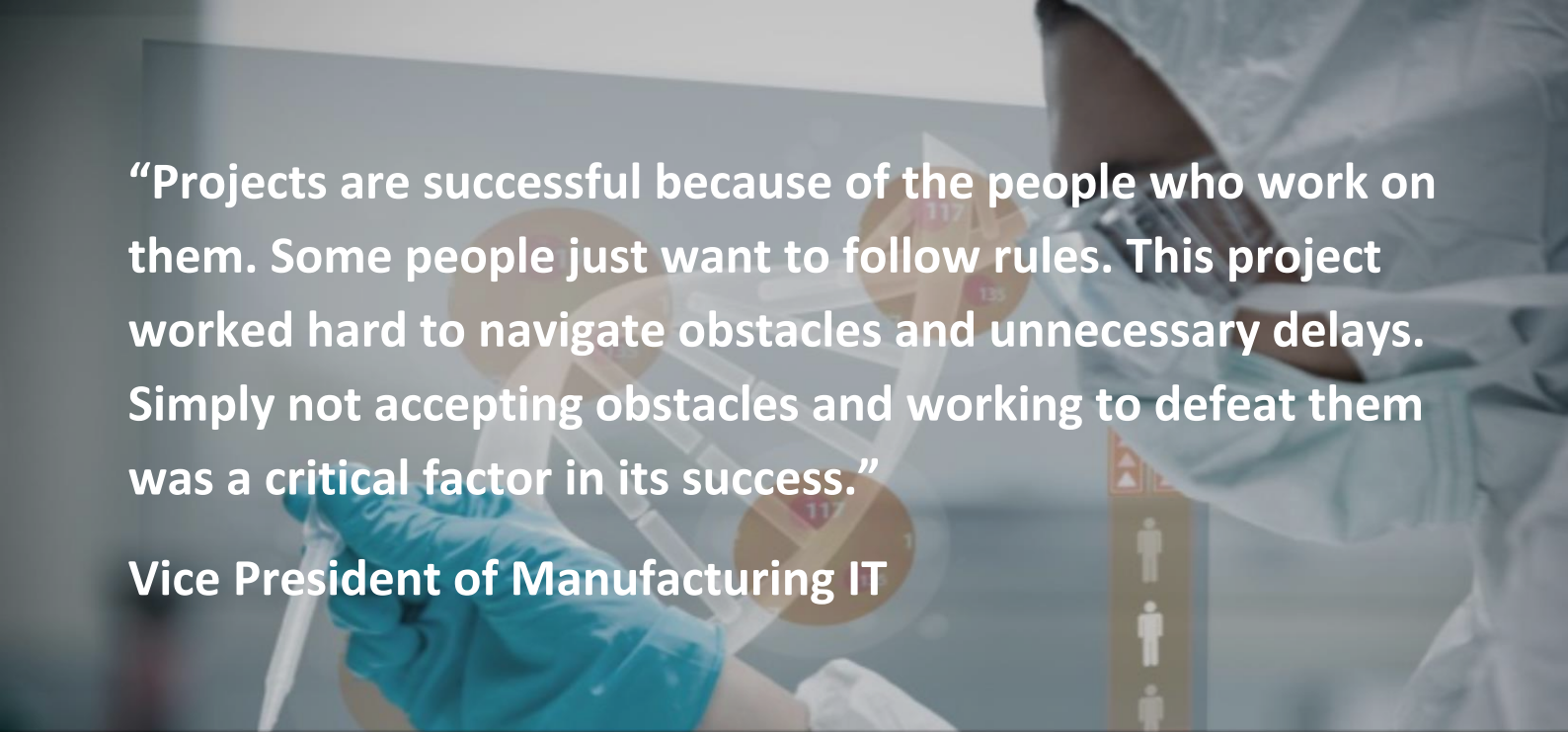
Zenith worked with the client to deploy the solution for the first time at one of its key manufacturing sites in the U.S. The project was driven by the fact that the site was moving from a legacy ERP to a new standard SAP system. This move rendered the legacy weigh and dispense system and custom interface as obsolete.

The company recognised that Zenith was well positioned to help with the high-risk strategy that would see both solutions (including the weigh and form solution and the new standard SAP system) 'go-live' on the same day.

Our Solution

The Zenith team began working to integrate and deploy a weigh and dispense solution that would standardise processes and deliver an enterprise solution that could be replicated across the client's multiple manufacturing sites. The process followed a clear strategic roadmap which included production of documentation related to the site-specific deployment, installation, staff training, testing and overseeing of the 'go-live'.

The software at the core of the project was the Mettler Toledo FormWeigh system, a next-generation version of the legacy software which the client had already been using for many years. This weigh and dispense solution is designed to simplify formulation and resulting manufacturing processes. The system guarantees that users use the correct materials and the correct quantity of materials every time, and that all key actions are accurately recorded and available for inspection when required. At the end of every dispensed process order, the client's quality control (QC) team can rapidly review it and see any deviations that have occurred. At this point, the batch can only be sent for production if the team confirms that no significant deviations have occurred.



“Projects are successful because of the people who work on them. Some people just want to follow rules. This project worked hard to navigate obstacles and unnecessary delays. Simply not accepting obstacles and working to defeat them was a critical factor in its success.”

Vice President of Manufacturing IT

Our Solution Cont.

During the initial stages of the project, the Zenith team undertook multiple visits to the client’s site to assess the use of the legacy solution. The team evaluated the current business processes that were in place and provided a detailed analysis of what the organisation was already doing against what could be made possible by integrating a corporate standard solution. Identifying where gaps existed was a vital component of the planning process and in enabling the success of the overall project by ensuring that any required business change was understood by the site personnel.

The high-risks associated with the concurrent ‘go-live’ of both the weigh and dispense solution and the company’s ERP created many potential hurdles which made timeliness, accuracy and the escalation of any project issues critical.

Results and Benefits

Deploying the weigh and dispense solution at the client’s U.S.-based site concurrently with the implementation of an upgraded ERP system contributed significant efficiencies for the organisation. Without this, the project would have not been feasible as both solutions required connectivity.

Because the ‘go-live’ of the two systems was planned for the same day, this was initially identified as a ‘high-risk’ project. The ERP integration was also part of a major project for the client with board-level visibility. With such a high profile, it would have been detrimental for the weigh and dispense solution to be the cause of any delays.

The project was completed on time and on budget and achieved the scope and benefits that were agreed with the client during the planning phase. Using a next-generation version of the client’s legacy weigh and dispense system meant that from a user perspective the transition was relatively simple and required only minimal relearning for the organisation’s team.

This first deployment of the client’s solution has also provided a roadmap for rolling out the weigh and dispense system across the client’s other global sites, reducing risk further down the line. Following project completion, Zenith continues to provide site-level support to the client. This helps ensure a fast and effective response to any issues and protects and preserves the business benefits that these systems deliver.

At a Glance

Results

- First successful deployment of new company-wide standard weigh and dispense solution
- Successful ‘go-live’ in conjunction with ERP system
- Completed on scope, on time and budget
- Deployment in 8 months

Success Factors

- Teamwork and collaboration recognised by the client
- Same team from solution to deployment provided consistency and knowledge
- Smart escalation strategy
- This project was labelled a best practice example by the customer out of 250 projects they had done that year