



CASE
STUDY

Global Pharmaceutical
Company gets a Seamless
View of Product Launches
through Unified Project
Management



CUSTOMER PROFILE

Incorporated in 1935, the company is a global Pharmaceutical company having presence in 170 countries across world with portfolio of more than 2000 products in 65 therapeutic categories, uses technology and innovation to ensure high quality and affordable medicine meets every day needs of patients and with one quality standard globally. The company is headquartered in Mumbai, India.

The company's Respiratory products groups are available in over 100 countries.

BUSINESS CHALLENGE

Over the last 40 years, the company has focused on bringing this innovation to markets across the globe.

The International business and Portfolio team, major revenue driver for the company, strategically receives about 400+ new ideas on several key medicines and other complex generics. The team collaborates with various functions like sales, marketing, license, regulatory, patent and manufacturing units in the value chain to evaluate new ideas and strategize research, development, registration and launch to market in countries across globe.

The API and Integrated Product development (IPD) team is responsible for technical know-how and collaborates with manufacturing facilities and regulatory authority for timely registration and approval of product to various market.

The Corporate Project Management (CPM) team collaborates with manufacturing facilities, packaging and supply chain team to ensure that they be the first to launch several critical new products in global markets.

In competitive market space in Pharmaceutical industry, selecting new drugs and launching those in time to market clearly states the difference among the competitors.

The CPM team decided to go for standard Project and Portfolio Management tool that Portfolio leaders can use for strategic selection of products based on business goals and financial targets.



CASE STUDY

Global Pharmaceutical Company gets a Seamless View of Product Launches through Unified Project Management

SOLUTION

The company, realizing the need for advancing their project management practices for New Product Selection and Product Development divisions, decided to implement an enterprise wide Project and Portfolio Management system. As a trusted Microsoft Gold Project and Portfolio Management Partner, NDS Global, with its prior experience in implementing Project Online for similar pharma giant in industry, demonstrated how SharePoint Online and Project Online capabilities and features can meet the needs and add value to their existing framework of Portfolio and Project management practices.

After all initial evaluation of various available alternatives, the company chose to qualify Microsoft Project Online as the most feasible investment option for implementing standard and structured PPM practices for the first time in the organization, with the obvious factor that there was no CAPEX required to procure and setup Project Server of Business Intelligence server.

Portfolio Management

NDS Global worked along with the company and led focused group discussions and workshops to implement in Project online, set of process and workflow that enables online evaluation of new ideas, selecting the right projects and maintaining a portfolio of projects that was aligned to maximize strategic goals of being products winners in the global market.

NDS Global technical team developed for the company project workflows solutions in Project Online to capture critical information on Sales and Revenue projections, Cost Estimates, Business Case with Net Present Value, Competitors / market information, Risks related to Market, Regulatory, Manufacturing, Financial from various function groups like Manufacturing, Capacity Planning, Regulatory Team, Planning, Procurement, Legal, Intellectual Property, Licensing. These workflows enabled seamless collaboration with various team and resulted in faster time-to-market in the future. The online approval life cycle, enabled easy and quick hand shake of approved programs / projects transition from strategy to research and development team and from Development team to Launch and Supply chain team.

Program Management

Program Management is very important in the product development lifecycle in pharmaceutical business.

NDS global helped the company adopt some of the best practices and features of Project Online to change the way they work and gain effectiveness' in program management. NDS aided IPD team to develop standardized project plan templates based on product development complexity, dosage form, zone, drug classifications. NDS developed add-in solution built on project online to provide custom Alerts and notifications at various stages of project life cycle to the appropriate stakeholders. The built in features of Project on line and integration with Office 365 enabled the company to establish online their enterprise resource pool data and optimize resource management to gain dynamic and just in time visibility of resources utilization. Integration of Project Online and SharePoint Online help improved collaboration with stakeholders at early stage from idea approval till product launch and ensure their engagement with timely feedback.

Project Management

The company has multiple concurrent program and project spread across various units, functions and locations and all the collaboration , communication and reporting were done mainly with emails , excel spread sheets and presentation in meetings.

NDS facilitated all project managers to upload their project information on Project Online which enabled the company to get centralized view of all projects that can be accessed from anywhere. Executives no longer needed to ask each for each and every information in email or excel files from Project / Program manager and collate the data for creating reports. The reports are generated from one data source which enables speed, accountability and efficiency in getting project status information.

SOLUTION

Project Team Collaboration

The Project team site, a feature of Project Online, provides workspace to Project team and enables project team collaboration. This solution changed the way the team worked and improved their collaboration.

NDS configured the Project online and created custom Project site team templates based on different team's requirements that enabled consistent well defined methodology, workflows, project workspace, reports, dashboards and common project management work flow that best fitted the requirements. The team got a standard tool for capturing risks, issues, deliverables, and documents and any other project artifacts

Accelerate adoption and sustenance of PPM practices

NDS champions provided training and adoption services to disparate teams of the company that accelerated the adoption of PPM practices. Several role based trainings for Project Online were provided to 600 + users , spread out in 100 + sessions, 8+ locations along with hands-on training with actual project data were given to the identified Champions at various locations of the company who were responsible to take the adoption and sustenance at next level in their units.

Business intelligence and reporting

NDS, leveraging its technical expertise in Project Online and Microsoft SQL Server for Reporting Services, developed special custom reports with analytics on the New Product development overview on the Ongoing and Upcoming Projects and Program status across geographies and units. The custom reporting solution gave business an insight into Stage wise product development status, geography wise view of Products in pipeline, , Launch program status in various zones with drill down to product level and country wise launch project status information tracking , the product launches at risk. The reports provided detail statistics on the number of molecule and / or products in Site or Tech Transfer program, the Portfolio risk and revenues dashboard, Program level master project performance / variance reports with baselines vs actuals and detailed inventory of current, proposed and on-hold projects within product categories or project types.

BENEFITS

Project Online, enabled the company to adapt an organization wide standard PPM practices based on their structured and formalized process for project governance and program management. The solution with integration of features of SharePoint online and Project Online provided increased effectiveness of selection of new projects or leverage existing product know how for launches in new geographies.

The Integrated Product development team and Corporate Project Management team at the company, with their well-defined processes and standard templates for Project Plan, deliverables checklist adoption of PPM solution in Project online gained effective communication and improved collaboration among project team across 8 locations and 4 zones as Project Online could be accessed from anywhere.

The project managers at the company are gaining the effectiveness of the programs and project management using Project online.

This key stakeholders could eliminate redundant follow ups and get real time project status update by relevant teams thus resulting in effective review of portfolio of projects and facilitated them to make key business decisions and get greater control over timescales, budget, with focus on prioritizing scope, requirements and realizing the strategic goals of being Product winners and attain competitive position in the market

TECHNOLOGY



ABOUT NDS GLOBAL

NDS Global, a trusted Microsoft Gold Partner, offers its customers consulting, implementation, development and support services on Enterprise, Cloud & Mobility for digital solutions.

NDS Global helps customers realize results in a digital world through business technology solutions, cloud and managed services that combine insight, innovation and expertise focused on Microsoft technologies.

Our solutions span across Microsoft Project Online, Microsoft CRM Online, Microsoft SharePoint Online, Office 365, Dynamics 365, Microsoft Dynamics AX, PowerBI & Azure.

Headquartered in the US since 1999, we are preferred partners to customers in USA and India. Our customers span across Consumer Goods, BFSI, Infrastructure, Manufacturing, IT/ITES, and Retail.

A strong team of 180+ Microsoft consultants have provided many a success stories to Enterprise & Small/Medium customers globally.



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