CASE
STUDY

India's Leading Pharmaceutical & Biotechnology Company Standardizes Project Management for Various Verticals

CUSTOMER PROFILE

The company is a global pharmaceutical and biotechnology organization, providing affordable, high-quality medicines for a healthier world. It is India's leading research-based global healthcare enterprise with relevance in the fields of Pharmaceuticals, Biotechnology and a chain of advanced Super Specialty Hospitals.

The company is a true Indian Multi-National Company with a multi-ethnic workforce of 8600 associates from 21 different nationalities globally. It has 3 research centers and 12 manufacturing plants, with businesses ranging from the manufacture and marketing of Pharmaceutical and Bio-pharmaceutical formulations, Active Pharmaceutical Ingredients (APIs) and Vaccines.

Headquartered in Mumbai, India, the company has full-fledged operations in the USA, UK, Ireland and France.
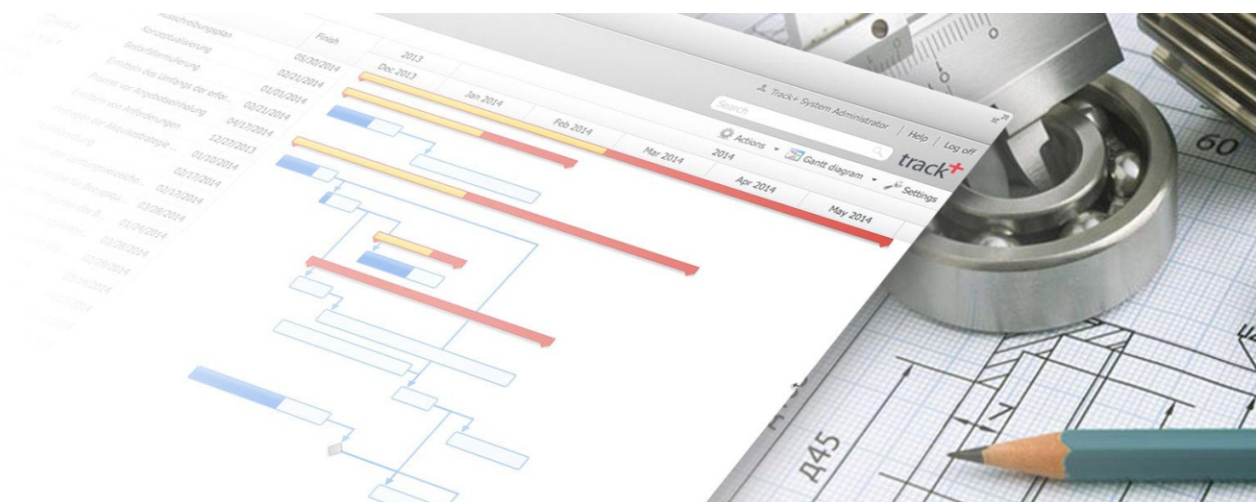
BUSINESS CHALLENGE

Before the company implemented Microsoft Project Server, they struggled to provide an insight to the management for ongoing projects.

The project managers used a variety of project management tools, ranging from Microsoft Excel, Visio, PowerPoint and custom applications to manage projects, people and documents, and tasks to manage each project.

There was a lack of visibility of project data, so data was scattered across multiple sources. This made it difficult to track project status, identify issues and risks, keep projects on track, and create reports for internal and external partners.

Due to the nature of some of these projects, compliance and validation were also of great importance to the company.

The company was looking for a project management solution with the goal of standardizing on a single project management platform and creating one place for project data. This was most crucial and important aspect of their upcoming projects for their various verticals.

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SOLUTION

In July 2015, the company evaluated various project management solutions, in addition to the project management solution from NDS Global.

NDS Global had the expertise and experience in providing solutions for the pharmaceutical industry as well experience with different project management methodologies.

The company chose Microsoft Project Server as the solution and NDS Global as the implementation partner to help them in their project management program.

NDS Global worked with the company to setup a new project management system using Microsoft Project Server 2013 and configured it to support the company's business requirements.

The Microsoft Project solution helped them to meet the following business imperatives:
- Proactively and reactively manage Project management process lifecycle
- Organise and track Project tracking Business Unit wise / Group wise for their different verticals
- Easily create and communicate simple and complex project schedules
- Simplify the collection of time and task status updates from team members
- Better connect disparate teams to share information and drive collaboration
- Identify, mitigate, and communicate issues and risks that could adversely affect project success
- Effectively measure project performance and gain visibility and control across all portfolios

The solution provided the company a centralized location for all projects and their related information, improving and simplifying Project management.

Adopting best-practice for Project management helped the company to accomplish the following:
- Gain visibility and control using an enterprise resource pool
- Proactively compare capacity to demand to maximize resource utilization
- Find the right people for the project
- Intuitively manage resource assignments and overcome conflicts

With the solution, the project managers got the flexibility to build and edit schedules on their offline as well as online. They were able to plan, schedule, and manage tasks more effectively in the browser giving them the flexibility they need to get work done.

The solution supported the company in issues and risk identification from the earliest stage of project fund analysis through the final stages of project execution and benefit realization for Project management. The solution provided a central location for identifying and managing issues and risks. Offering standard processes for definition, assessment, escalation, and resolution of issues and risks.

Adopting best-practice methodologies helped the the company to:
- Define a standard way to assess risk for new initiatives
- Standardize project risk collection and management
- Establish proper issue resolution and escalation

The grouping of projects was done based on the master projects for different groups, like Resources, R&D, and Hospital etc. The sub projects were classified within the master projects.

BENEFITS

By implementing Microsoft Project Server 2013, the company has gained the following benefits:

- A better project framework that improved processes as well as a centralized document storage
- Management of different projects through an automated way
- Easily create and communicate simple and complex project schedules
- Simplify the collection of time and task status updates from team members
- Better connect disparate teams to share information and drive collaboration
- Identify, mitigate, and communicate issues and risks that could adversely affect project success
- Effectively measure project performance and gain visibility and control across all portfolios

TECHNOLOGY

Project

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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