



CASE
STUDY

Transnational Pharmaceutical
Company Improves
Monitoring & Consolidates
Reporting of New Product
Launches

CUSTOMER PROFILE

The company is an innovation led Transnational Pharmaceutical company producing wide range of quality, affordable generic and branded formulation and APIs for the developed and developing markets of the world.

The company has emerged as the 6th largest and the fastest growing Top 10 company in the US (by prescriptions). The company is the 3rd largest Indian pharmaceutical company by sales. The company is also the fastest growing top 10 generic pharmaceutical players in Japan and South Africa (IMS).

The company's consolidated turnover and profit were USD 2.06 billion and USD 393 million respectively for the FY 2014-15..

BUSINESS CHALLENGE

The business was looking for a Project Management System for New Product Launches, which will help them in structuring, defining and completing their project lifecycle activities (planning, scheduling, co-ordination, tracking and monitoring). They were looking for a consistency to manage their New Product Launch projects. Their detailed processes needed a solution that could bring it all together.

Below are the key process improvement goals which the business wanted to achieve through introduction of a Project Management System.

- Improved co-ordination and communication between all stakeholder's part of clinical research projects
- Higher success ratio of on-time project completion through proactive and centralized, real time monitoring and control of projects
- Quick availability of historical project data, trends for finding improvement areas
- Increase in productivity by reducing efforts spent on repetitive planning and status collection activities
- Reduce work breakdown structure complexity and improve governance mechanism
- Adoption of uniform approach towards planning and execution
- Improved coordination and collaboration among clinical research project stakeholders

The Project management System was envisioned on Microsoft Project Online solution which is part of Microsoft Office 365 Solution Suite.



CASE STUDY

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SOLUTION

The business was looking for a Project Management System for New Product Launches, which would help them in structuring, defining and completing their project lifecycle activities (planning, scheduling, co-ordination, tracking and monitoring). They were in search for an implementation partner with experience in Project Online implementation.

- They reached out to NDS Global. As a trusted Microsoft Gold Project and Portfolio Management Partner, NDS Global demonstrated how their capabilities and expertise can add value to Lupin Limited to manage their New Product Launch projects.
- Total number of active projects to accommodate 120
- Near future expansion number 150
- Average number of tasks were 150 and largest expected number of tasks where 200
- Average project duration in elapsed time 9 months, whereas Longest anticipated project duration in elapsed time 12 months
- Total system users were 30 to begin with.

Product launch status reporting is facilitated using multiple reports and dashboards over the lifecycle of the launch.

The project management system was configured to provide the following features:

- Project Web Access (PWA) is the home page for every user for the Enterprise Project Management System.
- Project Workspace is the site which is created per project when the project is published in system.
- Project workspace will act as the repository for project documents, issues and risks.
- Capturing various product characteristics at the time of creation of schedule which includes general characteristics and cost parameters for the product
- Auto population of schedules with standard set of activities based on product types which reduces initial efforts spent on creating project schedules from scratch
- Mix of top-down and bottom-up approach for schedule development, where NPL team develops project schedules based on feedback gathered from representatives of other groups performing various activities for new product launch
- Timely snapshot saving of schedules which allows change in timelines but saves old plan state for future comparison
- Status collection from NPL Teams for their respective activities leading to auto progress updating on overall schedule
- Custom grouping and filtering of product launch schedules to facilitate easy identification and access and quick summary reports across products
- Enforcement of standard calendars, date formats and currency across all product schedules characterizing tasks as key, stage gate and milestones to find important activities across product schedules
- Email notifications and alerts based on different task types, frequency and RACI groups
- Reporting provide instant access of:
 - A) Key activity reporting
 - B) Milestone status reporting
 - C) Management Dashboard
 - D) Product launch forecast report
 - E) Molecule status report
- Tracking of issues and risks across products
- Identifying resources by various characteristics as department, role and location
- Use of generic resources while initial schedule development which further can be replaced by actual human resource and turning initial schedule quickly into final schedule.
- Role based security configuration which provides easy allocation of access and data security

BENEFITS

- Reports and Dashboards has provided the much needed visibility of the projects
- Weekly Progress Report
 - A) Products Launched
 - B) Progress Report
 - C) Delayed Report
- Issue and Risk Report
- Management Dashboard
 - A) By Product Category
 - B) By Overall-Business Function
 - C) By Molecule
- Master and Sub Projects structure provided the much needed visibility of the projects across various products and countries
- Project Template increased productivity by reducing efforts spent on repetitive planning
- Enterprise Project Types and Project Characteristics adoption provided the uniform approach towards planning and execution
- The web interface (PWA - Project Web Application) provided a single system of truth for all project status and characteristics information
- Single sign on based on users Active Directory login eliminated the need of remembering and entering user name and password every time
- Project workspace for project knowledge management, issue and risk management
- The system not only provided the confidentiality and integrity of data, but also provided dynamic visibility of role based data driven enabled by the stakeholder mapping in the application.
- The role based training provided seamless knowledge transfer for Project Managers, Project Team Members, IT administrators, and Executives.

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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