



CASE  
STUDY

Transnational Pharmaceutical  
Company increases Success  
Ratio and Enhances Visibility  
of IPMG projects

## CUSTOMER PROFILE

Headquartered in Mumbai, India, 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.

One of the key drivers of the company's growth has been the ability of our IPMG to create, cultivate, leverage and secure an ever growing high-value patents, product and research pipeline.

## BUSINESS CHALLENGE

The company was looking for a Project Management System to meet all their planning, scheduling, co-ordination, tracking and monitoring activities. They were looking for a consistency to manage their Intellectual Property Management Group (IPMG) 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.

- Increase in productivity by reducing efforts spent on repetitive planning and reporting activities
- 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
- Reduce work breakdown structure complexity and improve governance mechanism
- Adoption of uniform approach towards planning and execution
- Create a single system of truth for all project status and characteristics information

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



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## SOLUTION

The company was looking for a Project Management System to manage their IPMG projects. 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 IPMG projects.

- Total number of active projects to accommodate where 150-200, with future expansion of 250-300 projects in next 1 Year
- Average number of tasks were 40-60 and largest expected number of tasks where 100
- Total system users were 3
- Total generic resources were 150

The project management system was configured to support project structuring as below:

- Master project will be created for every product
- Sub projects will be created for every market/country for particular project
- Different characteristics captured for master and sub projects
- In summary:
  - A) Master projects refers to a product
  - B) Sub projects refers to multiple countries for which product will be launched
- Sub projects created for country will be moved under master projects

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

- Capture various project information at the time of creation of schedule which includes general characteristics for the project
- Auto population of schedules with standard set of activities based on project types which reduces initial efforts spent on creating project schedules from scratch
- Mix of top-down and bottom-up approach for schedule development, where Project Management Team develops project schedules for performing various activities
- Timely snapshot saving of schedules which allows change in timelines but saves old plan state for future comparison
- Custom grouping and filtering of project schedules to facilitate easy identification and access and quick summary across project portfolio
- Enforcement of standard project planning and tracking across project schedules
- Characterizing tasks as summary and milestones to find important activities across project schedules
- Tracking of issues and risks across products
- Use of generic resources both for human and department.
- Role based security configuration provides easy allocation of access and data security
- Single sign on based on users Active Directory login eliminated the need of remembering and entering user name and password every time
- Enabling project workspace for project knowledge management, issue and risk management
- Reports and Dashboards has provided the much needed visibility of the projects
  - A) Dossier Readiness - % based
  - B) Dossier Readiness (Timescale Based)
  - C) Milestone report by market and product
  - D) Project Summary report
  - E) Master Project Report
  - F) Project and Portfolio Dashboard
  - G) Portfolio Dashboard Data
  - H) Upcoming Tasks report
  - I) Delayed Tasks Report
  - J) Risk report
  - K) Issue report

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.

## BENEFITS

By implementing Microsoft Project Online, the company gained the following benefits:

- 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.
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  - K) Issue report

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.



## SCHEDULE A DEMO / WORKSHOP

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Gold Enterprise Resource Planning  
Gold Data Platform  
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