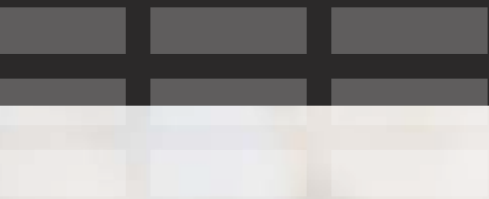




Don't miss your cGMP guidelines. Follow your manufacturing operations the iON Way



*"...Access to processed information anywhere anytime at affordable cost is the key success factor..."*

**Mr. Shejil Balakrishnan,**

VP Operations, Stellence Pharmascience Limited

**Context:** Integrated ERP for Pharmaceutical Company engaged in New Drug Delivery Systems

**Customer:** Stellence Pharmascience Limited (SPL)

## The Business

**Profile:** A leading manufacturer of niche pharmaceutical products such as non-ionic contrast media agents.

**Product range:** Active Pharma Ingredients (API Manufacturing), Advanced intermediates, Manufacture of Specialty Chemicals, Contract Manufacturing and Development (CMAD) and High Pressure Chemistry.

**Operations:** A state of the art cGMP certified manufacturing facility. A new Centre of Excellence for NDDS (New Drug Delivery Systems) is under development at Bangalore.

## Situation

### Business Issues

- **Material Management:** Manual tracking and reporting of materials being moved to production or wastage was always a challenge and lacked accuracy. A batch wise record of the same was required to be maintained and control the movement.
- **Inventory Management:** Due to the lack of control over material movement to production and wastage, SPL was incurring a higher inventory cost. Also, SPL was not able to track the total inventory available and consumed, for a given period of time.
- **Cost Management:** The records with respect to inventory and procurement were maintained manually and there was no mechanism to track the cost towards particular expenses. This was a concern area for management in order to be able to optimize costs at operational level.
- **Decision Making:** An integrated ERP system was required to provide a holistic view to the management of inventory, production, material management and the absence of the same was causing a delay in making key management decisions.

## IT Challenges

- A comprehensive system was required to integrate sales, purchase, inventory, and a mechanism to take stock of overall operations at any given point in time.
- A real time monitoring of the material movement was required to control the cost of operations.
- Absence of workflows and a form approval system highlighted the lack of accountability of an employee or department on key decisions and spends.
- Multiple locations were not connected and duplication of IT infrastructure was leading to high maintenance costs.

## The iON Way

- **Integrated ERP system:** iON provides real time information on current outstanding from customers and payables to vendor's enabling better cash flow management. The production department was able to raise Purchase Requisition with correct specifications based on timely requirements. They could also prioritize production as SPL could also prioritize production as they were able to track sales order with delivery dates.
- **Reduced cost through optimized consumption:** With the help of iON, SPL is able to create standard Bill of Material (BOM) and track actual consumption during the production lifecycle. The availability and analysis of this information helps optimize BOM, improve production process and lower inventory costs.
- **Business Operations:** Accurate authorization processes of Purchase Orders using iON results in need-based production and at competitive prices. iON helps in monitoring quality of work-in-progress production items thereby reducing in-process rejections and reduced wastages. The access to qualitative information enables SPL to make improved & informed decisions.
- **Cloud computing:** Since the solution is web based, the need for in-house IT infrastructure, upgrade demands and maintenance have been minimal. Solution upgrades are done with no additional costs within the contract period and does not impact customer operations.
- **Online Support:** Technically qualified customer support team of iON ensures any time support for smooth transition entries.

## To summarize

- Standardization of the business processes achieved and gaps from non- availability of information between departments are bridged successfully.
- Increased operational efficiency through integration of Purchase, Sales, Inventory and other departments.
- Reports pertaining to material movement to production and wastage available on a real time basis.
- Effective cost management in the organization due to the integration of manufacturing, operations and accounts.
- Continuous product improvements of iON ensures the solution has latest features and market best practices.
- Accessing iON and key reports using mTop, iON mobile app has reduced delay in approvals and improved productivity.

## Relevant Parts of the Software

### Manufacturing

- Order to cash
- Procure to Pay
- Planning – Min/Max
- MRP
- Production Plan
- Plant Management
- Distribution Management

### Finance & Accounting

#### Human Resource Management System (HRMS)

#### Payroll

#### mTop



PATIENT NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_

**Rx**

DIRECTIONS: \_\_\_\_\_

## Why iON

iON provides a comprehensive solution that addresses varied IT requirements of your organization. From hardware, network to ERP, iON is offered as a single service, in a pay-as-you-use model, allowing you to leverage the solution's true potential as your business grows. iON ensures integration of all processes along with ease of use of the software.

You gain from:

### **Integrated solutions**

We offer single-window IT with a pre-integrated suite of hardware, network, software and services. We ensure that your functions are digitized, automated and connected. For example, if you are using a CRM solution along with a core ERP (e.g Manufacturing), and have a document management system to organize supporting files and a HRMS, we ensure that these solutions are connected and work as one. So for you, it is simply one IT and not multiple applications. Integrated applications thus provide a comprehensive view of business enabling better decisions.

### **Increased agility**

We bring in the agility to keep pace with changing processes or a new line of business. We help you configure the processes to work as you currently do or the software recommends and allows you to choose industry best practices based on your business parameters. The solution gives you increased convenience allowing you to perform various tasks from your mobile device, no matter where you are. Being automatically compliant with statutory requirements, the solution ensures your company is always audit ready and legally compliant.

### **A pay-as-you-use model**

Our model eliminates capital investment up front as we facilitate procurement of the IT infrastructure and software on rent for the duration of the contract. Additionally, you only pay for the number of users who actually use the software. Thus, you pay as you use on a monthly basis which includes maintenance and training. Typically, the ROI exceeds rental within three months, when best practices are well followed.

### **Personalized solutions**

Although iON is a cloud service, the software is configurable to each business. You will always get the flavor of your business by picking and choosing what processes you would need. Furthermore, the multilingual capability of the software allows you to customize the solution label names to read in vernacular languages (like Hindi, Marathi, Tamil etc) enabling users to learn and operate the solution with ease.

### **Automatic upgrades**

We continuously invest in our solutions to incorporate best practices. The software is constantly enriched based on user feedback and industry and statutory changes. You will get the upgrades without disrupting your business operations or any additional cost. Being in perpetual beta ensures that there is no technology obsolescence.

### **Enhanced Business Continuity**

Our solution offers optimal performance in normal broadband connectivity along with a stringent security mechanism to ensure your data privacy is maintained. The capacity of the solution grows with your increasing computing needs and reduces the need for IT staff. The solution is resilient to failures as the service works from back-up data centers in the event of a disaster, ensuring continuity of business operations.



### About TCS iON

TCS iON is a strategic unit of Tata Consultancy Services focused on Small and Medium Businesses as well as educational institutions. We provide technology by means of a unique IT-as-a-Service model, offering end-to-end business solutions for the sector.

TCS iON caters to the needs of multiple industry segments, through innovative, easy-to-use, secured, integrated, hosted solutions in a build-as-you-grow, pay-as-you-use business model. We serve our clients with the help of best practices gained through TCS' global experience, domestic market reach, skills, and delivery capabilities.

For more information, visit us at [www.tcsion.com](http://www.tcsion.com)

### Contact

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iONCloud4SMB](https://www.youtube.com/iONCloud4SMB)

### About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering, and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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