

ICON HELPED TO THE IMPROVE  
**EQUIPMENT EFFICIENCY**  
THROUGHOUT THE ORGANIZATION



**A GLOBAL PHARMACEUTICAL COMPANY  
INCREASES THEIR SUPPLY CHAIN RESPONSIVENESS  
AND IMPROVES OPERATIONAL PROCESSES**

**Company Overview**

Our customer is a transnational pharmaceutical company based in Mumbai. It is a global pharmaceutical company offering a wide range of products such as Branded & Generic Formulations, Biotechnology Products, Active Pharmaceutical Ingredients (APIs) and Specialty.

With a presence in over 100 countries, our customer offers high-quality yet affordable medicines for some of the most chronic diseases addressing unmet needs in many parts of the world.

The client's world-class manufacturing facilities are spread across India, Japan, USA, Mexico and Brazil.

## Business Challenges

The client has a huge manufacturing facility in India with hundreds of equipment's which needs to be managed. Our client needed a better way to manage efficiency relating to equipment at a granular level & manufacturing plant at a higher level.

They wanted to analyze equipment efficiency & track capacity utilization for equipment & plant. They wanted an Overall Equipment Efficiency (OEE) Report that could provide an overview of efficiency relating to equipment.

Initially, there report was getting generated manually & considerable amount of time & effort of users were getting wasted. The challenge was that data was out of date by the time it was being analyzed due to absence of a business analytics tool.

Customer wanted more timely analysis and the ability to generate more insight to drive higher rates of equipment efficiency. They wanted to automate the report generation process and wanted to have the flexibility of generating ad hoc reports.

## Solution

Icon identified the key challenges being faced by the client as – inefficiencies across the supply chain.

We proposed Qlik as the business analytics tool to the client as Qlik's 'control metrics' will help to monitor real-time critical events and KPIs.

After working closely with clients in understanding their need, we started designing a solution adhering to best practices and industry standards.

- Conceptualized new approach for implementing Qlikview OEE report
- Developed logic for complex calculations earlier done at the Cell level in the plant to be done by Qlik, which resulted in better user buy-in
- Redesigned MIS reports scheduling through N-Printing for different levels of management

All these reports helped the client to derive better insights from their data better manage system availability, performance, and product quality.

## Benefits

The Qlik platform implemented by Icon helped our client to increase supply chain responsiveness, optimize their operational cost and overall they were able to take focused corrective action on time.

The solution implemented by us

- Helped C-level executives, controllers, and operational managers to improve equipment efficiency throughout the organization.
- Enabled customer to identify trends sooner and go much deeper in its analysis to generate useful insights. This enabled the organization to address emerging equipment efficiency issues before they adversely affected the delivery and the bottom line.
- Saved crucial time & effort of business users for defecting free deliveries.
- Resulted in scheduling entire MIS of the business through N-Printing
- Increased Reports usage in organization to 70 %
- Enhanced slice/dice approach for detailed analysis
- Improved Response Time resulting in accelerated time to market.



The Icon Group is an established IT consulting partner for business solutions and services across the Asia Pacific. Icon provides performance management solutions to organizations looking to enhance their financial operations efficiency.

With nearly 20 years of experience and a myriad of satisfied customers across Asia, we take pride in delivering "real" business value to our clients.

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