

Post-merger production resumption with effective data cleansing

Client Success Story



Industry

Pharmaceutical
(Human Pharma)

Client

One of the leading
international Pharma
companies

Challenge

The customer faced multiple ERP systems post-merger, leading to the decision to implement SAP ERP for consolidation/integration.

- Exponential data growth: Rapid growth in data volume created management challenges.
- New SKU concept: Introduction of new SKUs without proper data cleansing.
- Lack of documentation: Lack of documentation and reliable reference points in the data.
- Production Disruptions: Multiple master data issues caused significant production disruptions.
- Data cleansing issues: Data cleansing was not performed prior to loading into SAP, resulting in inaccuracies.
- Technical knowledge gap: Lack of experience and technical knowledge to perform effective data cleansing.
- Distributed business knowledge: Data problems exacerbated by distributed business knowledge.
- High volume data cleansing: Need to cleanse thousands of product SKUs to enable production.

Solution

Hands-on and on-site expertise to perform robust data cleansing in the ERP system

- On-site and off-site teams to support effective validation processes support
- Redesigned data management and data cleansing processes
- Established two workstreams: for manual data cleansing (quick wins) and automated validation (long-term solution)
- Iterative approach: key to freezing scope before starting each iteration
- Use of advanced data management tools, train Client staff to strengthen data analysis and validation
- Automated validation reports and data in a format that can be loaded into the SAP (rapid data integration)

Benefits

- Production resumed within 2 months
- Pharmaceutical manufacturer saved from operational disruption and potential business interruption with innovative data management approach and effective data quality assurance process.
- 70% faster data validation 90% reduction in data error rate
- New effective RACI matrix to prevent such disruptions in the future