



CASE STUDY

Driving Real-time Insights at Scale for Global Pharmaceutical SAP Migration

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Syniti built dashboards that really helped the business drill down into the data to uncover errors, and we were able to check the data literally within a second. We did not face any issues during go live because we used Syniti.”

Senior Executive
Global bio-pharmaceutical company

Industry
Pharmaceuticals & Life Sciences

Company Background

An American multinational pharmaceutical and biotechnology corporation that produces medicines and vaccines for immunology, oncology, cardiology, endocrinology, and neurology. This leading bio-pharmaceutical company has developed some of the world's most impactful medicines and vaccines.

Project Background

This global bio-pharmaceutical company has been leveraging Syniti's tools to manage and validate their enterprise data for many years. Recently, the company undertook the critical task of transitioning their Enterprise Core Component (ECC) platform to SAP S/4HANA, necessitated by SAP's phased end-of-support for ECC and the advantages offered by S/4HANA's modern capabilities.

The project represented a significant technological shift, including moving from an outdated ECC system (in use since 1997) to S/4HANA. The company's complex requirements included:

- Validating massive data volumes (80 terabytes total, with 50-60 terabytes transitioned).
- Ensuring compliance with SOX and Good Manufacturing Practices (GMP).
- Limiting operational downtime to 90 hours.



Implementation Highlights

The bio-pharmaceutical company's key challenges revolved around data validation and gaining visibility into the business impact of migrated data. Traditional manual data validation methods, such as VLOOKUPS, were impractical due to the volume and complexity of data. Specific issues included:

Data Validation Constraints: Manual validation of 80 terabytes of data was infeasible within the required timeframe.

Limited Vendor Capabilities: The vendor selected for data migration, lacked robust tools to ensure data accuracy and completeness, critical for compliance and operational integrity.

Minimize Disruption to the Business: The company needed to complete data migration and validation within a 90-hour shutdown window, with only 6.5 hours allocated for verification. Prolonged downtime could disrupt production lines, delay shipments, and lead to supply chain interruptions, affecting drug availability and patient health. Additionally, pharmaceutical companies operate in a highly regulated environment, and any downtime or inconsistencies during a system upgrade could result in non-compliance with regulations GMP (Good Manufacturing Practices).

Why Syniti

Syniti's data platform was pivotal in overcoming these challenges. Leveraging their tools and consulting expertise, Syniti's teams developed a two-pronged approach:

Automated Data Validation: Syniti facilitated automated routines to validate data, significantly reducing manual intervention. Syniti transformed a 2-week manual process with multiple resources into a 6.5-hour automated process while freeing up resources. This approach enabled the company to manage exceptions rather than verifying all data, ensuring compliance without overburdening resources.

Dashboards for Transparency: The team created dashboards for real-time insights into data quality. These dashboards allowed the business' teams to visually identify mismatches and quickly drill down to resolve issues at a granular level.

The process included successive mock loads and real-time validation cycles to ensure the accuracy and completeness of migrated data. Syniti put a level of visibility on top of the company's IT project that highlighted and prevented data errors from negatively impacting the business.



Benefits

The successful migration to S/4HANA underscores the importance of robust data management and validation in large-scale transformations. This project highlights the value of strategic partnerships and the role of data experts in overcoming complex enterprise challenges, setting a precedent for future large-scale migrations.

Moving forward, the bio-pharmaceutical company plans to transition to Syniti's latest technologies, further enhancing their capabilities.

TRANSFORMATIVE RESULTS

Accelerated Verification: Data validation time was reduced from weeks to just 6.5 hours.

Minimized Downtime: The entire technical migration, initially slated for 90 hours, was completed 12 hours ahead of schedule.

Enhanced Compliance: Syniti's automated validation ensured full compliance with SOX and GMP standards.

Improved Business Insights: Dashboards provided real-time visibility into accounts payable, inventory, and other key metrics, enabling quick issue resolution and operational continuity.

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