

 SAPGold  
Partner

SUPERNOVA

Case Study | Enterprise Asset Management for Pharmaceutical Industry | MEDOCHEMIE LTD



## Transforming an entirely paper-based system to a Cloud Enterprise Asset Management (EAM) with SAP Service Cloud

*“With SAP Service Cloud and Supernova Enterprise Asset Management add-on, our Technical Services department’s operations have been drastically optimized. We have streamlined our business processes, internal controls, compliance, and reporting, enabling us to automate and optimize our paper-based procedures.”*

**Charis Stylianou, Group Engineering Senior Manager, Medochemie Ltd**

# Case Study | Enterprise Asset Management for Pharmaceutical Industry

# SUPERNOVA

## Medochemie Ltd

www.medochemie.com

## Industry

Pharmaceutical

## Products

500 product combinations

## Sales

Sales in 122 countries  
28% of Cyprus total  
industrial exports

## Manufacturing Sites

9 Cyprus  
1 Netherlands  
5 Vietnam

## Employees

2000 worldwide

## SAP Solutions

SAP Service Cloud

MEDOICHEMIE's Technical Services Department (TSD) manually managed the maintenance and calibration processes, using spreadsheets for planning and spare parts inventory. A paper-based system caused significant overhead for everyone, from the compliance auditors to the manufacturing technicians. The business sought an EAM solution that complies with FDA (U.S. Food and Drug Administration) and cGMP (Current Good Manufacturing Practise) regulatory standards. MEDOICHEMIE selected SAP Service Cloud and Supernova Consulting to design a full-featured and compliant EAM solution, enabling them to eliminate paper forms, reduce costs, improve scheduling, run Calibration and Maintenance processes in one system, optimize spare parts inventory, and enable real-time reporting.

### Before: The Challenges

- Time-consuming, 100% manual paper-based process is lengthy and costly
- Relying on spreadsheets for maintenance and calibration scheduling, resulting in manual hassle and inflexible planning
- Lack of automation and validations on calibration measurements
- Difficulty in extracting the maintenance cost information

### Why SAP and Supernova Consulting

- Supernova understood industry challenges and enabled business process transformation
- Integrate maintenance, calibration, and inventory processes in a single solution that will be used across all plants
- Fully extendable/cloud solution to meet regulation requirements, including access controls, validations, automatic workflows, electronic signature and electronic records (audit trail), and current Standard Operating Procedures (SOP)
- Intuitive and user-friendly interface that facilitates smooth and easy operation and adoption from end users

### After: The Benefits

- Operational excellence by transforming asset management, maintenance, and calibration processes in an integrated and validated cloud solution
- Reduced manual operations, reduced errors, and increased technician productivity and efficiency
- Reduction in maintenance costs and admin time with paperless process and environmentally friendly operations
- Unified all assets information, such as machines, spare parts, and instruments, in a single source of trust
- Real-time visibility on inventory levels, machines/plant maintenance costs, and maintenance & calibration scheduling

*"Managing the TSD's assets was a pain point for years, and we all agreed that it required improvement. With the implementation of SAP Service Cloud and its extension with Inventory Management capabilities, we managed to have real-time inventory visibility. Our technicians can assign spare parts while work orders are executed, and the inventory level is automatically adjusted in our warehouses. With this automation, we can now have the expenses per facility and machine, enabling us to make accurate data-driven decisions."*

**Giannis Christofi, Calibration & Engineering Support Manager, Medochemie Ltd**

## 1200+

Work Orders Execution per month

## 1000+

Calibration Tasks Execution per month

## 30%

Increase in efficiency for calibration task execution

## 2-3x

Faster processing, scheduling and preventive maintenance tasks execution

## Real-time

Asset information, maintenance and calibration history, inventory availability and maintenance costs

## Compliance

- FDA Title 21 CFR part 11

- cGMP