

CASE STUDY

PHARMACEUTICAL MANUFACTURING: EAM WITHIN A HIGHLY REGULATED INDUSTRY

Business Benefits

- 1 IBM Maximo EAM Upgrade from version 7.1 to latest version 7.6.1** - By upgrading to Maximo 7.6.1 our client was able to enhance their reporting capabilities with live data directly from Maximo using Cognos.
- 2** With the implementation of **Maximo Calibration** and **Anywhere**, data accuracy and quality also increased through improved data entry methods and workflow processes, with access to asset information and documents when required.
- 3 BPD's MaxiCloud SaaS** proposition offered a complete and fully validated/documented solution, and the project was **delivered within strict industry regulation guidelines and timeframes**.

Challenge

A major pharmaceutical manufacturing client was using an Enterprise Asset Management (EAM) solution, IBM Maximo version 7.1 to manage its critical assets.

However, the existing system was no longer supported by IBM and data quality was an area of potential improvement as was process standardisation and calibration.

The business wanted to enhance reporting and data analysis to gain a greater understanding of the assets within the system, and they recognised that efficiency and data gathering improvements could be achieved through the implementation of a mobile Maximo solution.

Solution

From the outset, BPD Zenith worked collaboratively with the Computerised Systems Quality Control Department, and particularly closely with the Quality Assurance Lead.

This ensured each step of the upgrade was not only fully compliant with FDA 21 CFR Part 11 and MHRA regulatory standards, but also met the high-quality assurance standards and the operational requirements set out by the business.

With the implementation of Maximo Calibration and Anywhere, data accuracy and quality also increased through improved data entry methods and workflow processes. This was all achieved within the agreed timeframe and budget.

“Maintaining MHRA and GMP regulatory compliance and validation was key to our Maximo upgrade project.”

“We worked in close partnership with BPD Zenith to ensure a full audit trail and improved calibration of equipment.”

“The project was delivered on time and significantly under budget by the BPD consultants & the project team.”

– Maintenance Planner, Major UK Pharmaceutical Manufacturer

Maximo EAM Upgrade from 7.1 to latest version 7.6.1

Pharmaceutical manufacturers must conform to stringent MHRA regulation due to the nature of their manufactured products. Part of this regulation states that Enterprise Asset Management systems must be fully and securely documented providing a validated system.

The client made the decision to upgrade and chose to partner with BPD Zenith, an IBM Platinum Business Partner with over 26 years of experience of EAM implementation. This was due to BPD having the required regulatory and quality assurance experience, as well as a track record of greenfield and upgrade implementations including mobile solutions.

IBM Maximo 7.6.1 offered an improved performance and user experience. Upgrading also allowed the company the opportunity to re-align and improve business processes within Maximo. New functionality such as Priority Classes and Hazardous Locations were introduced, and unnecessary customisations retired.

All changes were certified and documented upon completion of each element of the implementation. This created a digital library of compliance documentation which was accessible and auditable by the licensing body and our client as required.

BPD MaxiCloud SaaS

BPD provided the client with a full Software-as-a-Service (“BPD MaxiCloud”). This includes Maximo licensing, support, and hosting. This gave them a scalable, usage-based option - freeing up IT resources and allowing the team to focus on running the plant.

They were confident that their data would be safely and securely managed with BPD experts taking on responsibility for a fully managed service.

Maximo Anywhere Mobile Solution

The existing processes offered the potential to be improved by ensuring the engineer provided fuller and more comprehensive information as they complete work orders.

Work order information could also benefit from being updated more rapidly to IBM Maximo.

The opportunity existed to improve work order documentation and data - which would then improve the quality and integrity of our client’s data analysis and reporting.

Key Highlights

- IBM Maximo EAM Upgrade from version 7.1 to latest version 7.6.1
- Full IBM Maximo Anywhere Mobile roll out
- Implementation and enhanced use of IBM Maximo Calibration functionality
- Enhanced Live Reporting with Cognos, fed directly from IBM Maximo
- Delivered within strict industry regulation guidelines and timeframe

As a result of the Maximo upgrade and overall improvement programme, the business realised a **40% reduction of unplanned manufacturing and production work orders** in a 6-month period post go-live.



Maximo Anywhere Mobile Solution (cont)

IBM's Maximo Anywhere Mobile solution allowed users to update a work order at the point of work using their mobile device when the information is fresh and relevant. To make the entry of quality data even easier for the user, Maximo Anywhere was configured to be updated and completed on the job using a hands-free voice entry capability and ability to add photos on the spot.

All key asset and job information from Maximo is now accessible directly from the user's device, and features such as Technical drawings, Service records and other key documentation, Job Start/Job Complete have been built into the Work Execution app to improve the user experience and ensure compliant and efficient workflow processes.

Maximo Calibration

As part of their existing Maximo 7.1 implementation, Calibration was managed and monitored by the client using a separate application. This worked well for our client and became an essential requirement of the upgrade project.

As Calibration falls within the Asset application in 7.6.1, this had to be reconfigured into a separate application to meet with our client's strategic requirements. This reduced the cost and requirement for additional access and licenses.

Maximo Calibration now provides the client with detailed documentation, traceability requirements, data validation and auditable reports. BPD Zenith has extensive experience in implementing Calibration for companies operating in industries that are heavily governed by strict legal and regulatory requirements.

“The BPD MaxiCloud solution allowed us to increase team efficiencies and focus on our managing our plant, allowing the improved data quality to help drive improvements in reliability.”

“With smart workflows implemented within Maximo, our technicians can now enter data at the point of work, ensuring that all our live reporting is completed correctly, delivering quality data.”

– Maintenance Planner, Major UK
Pharmaceutical Manufacturer

Enhanced Live Reporting with Cognos Analytics

Our client relied upon a previous implementation of native Maximo reporting (BIRT) as well as a range of Excel spreadsheets and pivot tables to cover their minimal reporting requirements.

This included using Query Based Reports from Maximo which were manually exported and did not offer the real-time information they required.

With improved data management processes and enriched real-time work order data now available, BPD set up and configured the Cognos business intelligence tool for use; to meet our client’s reporting requirements.

This new reporting system was based upon the client’s previous suite of inhouse reports but now has a much-improved dashboard which displays live data retrieved directly from Maximo 7.6.1 queries.

With these enhanced reporting capabilities in place, they were able to build upon their existing reports to take analytics and optimisation even further. Improved data quality allowed them to take a deeper dive into asset and operation performance, with Cognos offering new ways to analyse the data.

For example, our client can now assess how many hours of manufacturing resource were spent in a specific location and how many total hours were spent on unplanned work.

About BPD Zenith

BPD Zenith is a Platinum IBM Business Partner and leading IBM Maximo® Enterprise Asset Management partner for asset intensive organizations worldwide.

As one of the few Maximo partners providing Enterprise Asset Management (EAM) and Asset Performance Management (APM) expertise across North America, Europe and Asia Pacific, we combine a local presence with global expertise to deliver tailored asset management solutions and trusted partnerships wherever you are on your maintenance and IoT journey.

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