



Rebuilding for Growth at Two Pharmaceutical Companies

Situation

For a multi-national pharmaceutical company with over \$653 million in sales, the divestiture of its generics business would provide increased ability for diversification and growth opportunities, simplify the organization, streamline its infrastructure, provide improved financial capacity and drive long-term growth within its remaining specialty pharmaceutical business. Finding a buyer for its generics product line was the easy part, rebuilding the organization after the transaction necessitated a complete technology overhaul as most IT processes, applications and systems were included with the generics business. In addition, the pharmaceutical company acquiring the generics business, a global, publicly traded firm with almost \$800 million in sales, faced technology and personnel issues of its own as it tried to integrate its new business line. The IT goals for both companies were to maintain continuity throughout the transition period while creating an efficient, leaner IT organization better positioned for future growth opportunities.

Approach

Although originally contracted to work with the pharmaceutical company divesting its generics business, CSI's knowledge of pharmaceutical operations, IT expertise and best-of-breed technical solutions were quickly recognized by the acquiring firm and CSI worked with both organizations to ensure successful IT outcomes. Once the TSA was completed, CSI managed, executed and supported IT functions from integration and application accessibility to migrations that included different ERP and GMP systems. CSI worked with both firms performing extensive assessments and computer system validations between the two organizations to integrate/migrate necessary systems and applications as well as recommend, build, and staff where IT upgrades and enhancements were needed. CSI examined all components of the IT operations ranging from security and data integrity to staffing and monitoring systems. These systems were then rebuilt, retooled or redeployed as required.

Outcome

CSI created optimized infrastructures for both companies that included global networking capabilities, integration with existing ERP and GMP applications, reduced data and system redundancies, and made sure that the right hardware, software and personnel were in place. CSI identified what needed to be done, developed the plans and managed the implementation process to make this a seamless transaction for both organizations. The requirements of the TSA were met with minimal disruption to either business. CSI's team reviewed policies and procedures and certified that both companies were in compliance with Sarbanes-Oxley (SOX) and other regulatory requirements. CSI also reviewed staffing requirements for the "new" organizations and by restructuring existing positions, created a more responsive service support organization with no personnel reductions at either firm.

As one CIO commented, "The saying is that the devil is in the details and there was not one detail in any part of our IT infrastructure that was overlooked by CSI during the transition. We maintained operating continuity and now have a more efficient IT infrastructure in place. We could not have accomplished this without CSI's exceptional service and focus."

About CSI

Complete Systems Integration, Inc. (CSI) gives you the luxury of working with one vendor for all of your IT needs. CSI's team of highly trained specialists and strategic partners provide extensive IT services and solutions customized to your environment and requirements for leveraging your IT investment. Our vendor neutral approach assures that you receive the latest, best of breed solutions for your unique needs.

GREAT RESULTS

CSI worked with both firms from the time of the acquisition announcement through final implementations of the various systems. CSI improved IT operations throughout the organizations that included:

- New data center
- Global network & infrastructure design
- Email systems
- Staff redeployment
- Retooling IT processes
- Regulatory compliance
- Reduction of service & maintenance costs
- Application accessibility
- ERP and GMP integration
- And more...

REAL TIME BENEFITS

Prior to the divestiture, the company's data center was large and inefficient. CSI assisted in rebuilding the entire data center allowing the company to go from 175 physical servers down to 6 virtual servers without any loss of productivity. CSI reviewed existing IT service and maintenance contracts and identified overlapping, unnecessary expenses, reducing redundancies and retiring contracts no longer needed. CSI was also instrumental in a full facility build out which incorporated the latest technologies for video conferencing, a new global networking capability that includes VOIP, and a retooled IT operation that utilizes best of breed systems and applications for increased performance and productivity.