

## Case Study



### Pharma Major Reshapes IT Landscape for Business Growth with a Holistic SAP Upgrade Approach

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#### Abstract

A leading pharmaceutical company specializing in drug development and healthcare products had deployed seven instances of SAP ECC 4.7 across its offices in six continents. It was imperative for the company to upgrade to ECC 6.0 to implement new-generation enterprise applications such as composite applications, Supplier Relationship Management (SRM) and Governance, Risk and Compliance (GRC).

The company selected Infosys as the Global ERP partner in 2006 to upgrade six mission-critical systems to ECC 6.0 and create a long-term applications road map for new areas of requirements.

## Driving Value with an Upgrade Project

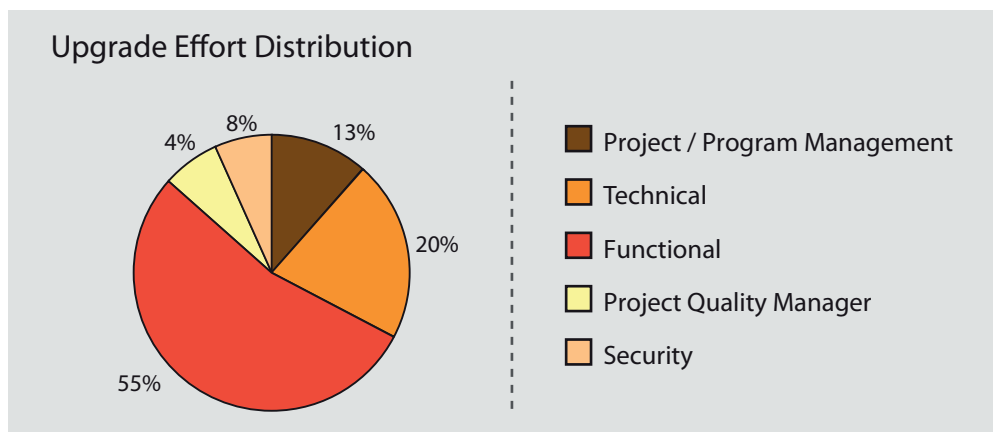
Infosys adopted a tool-based automated solution for end-to-end upgrade of R3 systems and several satellite applications connected to SAP. We combined the upgrade project with other major initiatives including Business Intelligence (BI) upgrade and consolidation, and movement of a data center from USA to Basel in Switzerland.

Infosys adopted the Twin Upgrade and Unicode Conversion (TUUC) approach, a more complicated and riskier approach than Combined Upgrade and Unicode Conversion (CUUC). In-house tools used to accelerate the migration included a tool to trace impacted objects to relevant functional and test specifications, and a vocabulary tool and database to minimize the time required for language conversion. Microsoft SharePoint-based templates enhanced the efficiency of interim processes introduced for collaboration activities such as code fixing and testing.

Guided screening by company Subject Matter Experts (SMEs) ensured total test coverage and minimized the need for user training. Formal screening by SMEs to address the gaps in formal test coverage helped avoid elaborate documentation. User Acceptance Testing (UAT) by end-users minimized acceptability issues in the final system. We leveraged the HP Quality Center (QC) to resolve development and testing issues. During execution, Infosys ensured a mix of 20% for technical remediation and 55% for functional testing allocation of effort.

We adopted an innovative 'Global' staffing model for the project. While team members at regional centers facilitated coordination with local IT organizations, a core team based in India and Basel ensured continuity globally. Infosys' support team for coding, security and testing accelerated several custom developments with in-depth knowledge of the system and business processes.

Our team of 'upgrade coaches' collaborated with the company to maximize value derived from the upgraded system through add-ons such as Enterprise Portal, Master Data Management (MDM), Solution Manager, Redwood, etc. Besides preparing a platform for business process improvements, we simplified the company's IT structure and set new IT standards.



## Business Benefits

Infosys delivered a flawless upgrade program across 30 countries without affecting operations. The offshore model adopted for all program tracks including project communication and quality/ compliance management ensured cost optimization.

- Saved about 80% development effort with the Auto Upgrade tool for automatic replacement of obsolete syntaxes
- Deployed benchmark models and tools such as Microsoft SharePoint and HP Quality Center for regular processes
- Optimized cost, control and coverage with the right mix of offshore, core and regional teams
- Enabled the Managed Services model for support
- Improved IT efficiency
- Reduced the number of legacy systems
- Increased productivity
- Significantly enhanced the level of confidence and minimized margins of error
- Minimized the cost of remediation
- Increased efficiency and accuracy at the realization and testing stages

## Client Speak

“I would like to congratulate the Orion project team for the SAP system upgrade that just went live for the Basel / headquarter P75 system affecting 4,000 users. This is an important step for our entire program and despite many challenges the production cut-over went flawlessly with no business disruption. Orion is an excellent example of what can be achieved with good planning, strong commitment and close collaboration. Kudos to all.”

CIO, a leading drug development and healthcare products company

“I just went to the accounting department to make a verbal ‘customer satisfaction survey’. They asked: ‘What upgrade...?’ Everything seems to be working well on that side (with the exception of a few user access rights in SAP which have been lost). Great achievement, Congratulations and a ‘thank you’ to a competent team.”

Head, Basel Finance and Chair of the Orion P75 Steering Committee



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### About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

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