



## Global Pharmaceutical Company CMMS Implementation & Calibration

### Key Project Details

#### About Client

Our client is a leading global pharmaceutical company with numerous sites throughout Ireland. Their Ballydine site has API and Formulation facilities for the manufacture of commercial products and the development of new products.

#### Business Challenge

[NEXA | EAM] was hired by the Client Global IT Group to conduct work at their existing API facility to migrate all instruments from their legacy paper-based CMMS to a new paperless electronic CMMS. The Group also decided to utilize our team's expertise to review their current data, ensure any and all areas of enhancement were identified, and to develop an action plan to make their business processes more efficient.

#### Project Challenges

This is our pharmaceutical client's largest and oldest site with a vast amount of instrumentation spread across several facilities of various ages. Our team was hired for our ability to successfully manage complex projects, which involved both migrating to a new paperless CMMS and to also standardize the calibration approach and processes to ensure they are aligned with global regulations. Through both the expertise and knowledge sharing model of our global team, we have been able to advise our client on best practices and global regulation compliance resulting in a seamless and comprehensive project phase execution. Further, the project was executed throughout several countrywide lockdowns due to COVID-19, which required all team members to minimize their site presence. This resulted in our team moving from a predominantly site-based model to 90% remote working.

#### Project Type

Paperless CMMS  
Implementation and Calibration  
(Currently in Phase 3 of 5)

#### Location

Ballydine Co. Tipperary, IRL

#### Cost Savings

€87k/year (Phase 1&2)

#### Project Costs

€540k (Total)

#### Project Duration

18 months

#### Staff Assigned

Project Manager  
CMMS Engineers  
Calibration Engineer



### Scope of Work

In working closely with the client, and making continuous improvements through lessons learned with each phase, our team recommended and are executing the following services to improve site-wide efficiencies in their CMMS and Calibration approach and processes.

- Field verification of all instrumentation assets within current CMMS
- Classification Risk Assessment
- Calibration Interval Analysis
- Calibration Plans, Task Lists – review and update/generate
- CMMS migration
- Procedures & policies, review and generation
- User training & system use support

The project is being executed in five phases with services performed at five different buildings across the Ballydine site. Our team is currently working on Phase 3; Phase 4 and 5 will be completed by Q4 2021.

### Results

#### Cost Benefits

- Total Savings - Phase 1 & 2: €87k/year

#### Quality Improvements

- Accurately appointed classifications through assessment of process parameters and requirements
- Asset information verified in field
- Updated task lists & calibration plans
- Easily review trends pertaining to individual instrument performance
- Automatic notification of Out of Tolerance events (compliance reports)
- Paperless internal change management process implemented
- Fully electronic approval process
- Complete audit trail history on all instruments

#### Efficiency Benefits

- Reduction in unnecessary investigations
- Reduction in unnecessary instrument interference
- Reduction in admin time due to paperless process

#### Migration of all Instrumentation to Paperless

- Removal of paper-based processes
- Increased “right first time” metric
- Improved end-user interface allowing for live change control initiation