SAP Business All-in-One

SAP Customer Success Story
Healthcare – Medical Devices

BESPAK

SAP® BUSINESS ALL-IN-ONE SOLUTION HELPS MANUFACTURER INTEGRATE NEW ACQUISITION

"The integrated SAP software has allowed us to standardize many processes and procedures across both sites, making staff feel that they are all part of the same unified organization."

Laura Hetherington, Marketing Executive, Bespak Injectables

QUICK FACTS

Company
- Name: Bespak, a Consort Medical plc company
- Location: King's Lynn, United Kingdom
- Industry: Healthcare – medical devices
- Products and services: Drug delivery systems
- Revenue: £83.8 million (€93.68 million)
- Employees: 600
- Web site: www.bespak.com
- Implementation partner: itelligence Business Solutions (UK) Ltd.

Challenges and Opportunities
- Integrate a newly acquired company with the existing organization
- Harmonize processes and procedures across both organizations
- Drive efficiency improvements at the new company
- Enable synergies across the 2 businesses

Objectives
- Standardize all data on the same platform
- Integrate performance management solutions across the 2 organizations
- Centralize key back-office functions

SAP® Solutions and Services
An SAP® Business All-in-One solution

Implementation Highlights
- 5-month implementation, with rollout performed in conjunction with itelligence within 60 days
- Training support provided by itelligence
- Excellent teamwork between internal IT personnel and itelligence consultants

Why SAP
Well-established user of SAP software

Benefits
- Improved traceability and auditability due to superior production controls
- Increased credibility for the acquired company, thanks in part to excellent reputation of SAP software
- Significant cost savings through centralization of back-office functions
- Feeling of cohesiveness across the organization

Existing Environment
- SAP Business All-in-One solution at existing organization
- Legacy solutions at newly acquired company

bespak
A Consort Medical Company

When Bespak – based in King's Lynn, United Kingdom – acquired The Medical House plc, it wanted to harmonize processes across the two organizations. "We wanted our new acquisition to benefit from the same SAP software-based performance management functionality that supports the existing Bespak functions," explains Mark Newman, SAP service manager at Bespak. To achieve this, the company implemented an SAP® Business All-in-One solution, improving efficiency and establishing cohesiveness across the business.

Mature User of SAP Software

With 600 employees and a turnover of £83.8 million (€93.68 million), Bespak manufactures more than 500 million medical devices each year. As a leading supplier of inhaled drug delivery devices to the global pharmaceutical industry, Bespak's device portfolio includes metered dose inhaler valves, dry powder inhalers, and integrated dose counting actuators. Bespak devices are used by asthma and COPD sufferers worldwide.

Bespak Injectables (formerly The Medical House) was acquired by Consort Medical plc in 2009 and specializes in the design, development, and supply of innovative devices for the delivery of injectable drug products. Bespak was keen to integrate the new acquisition into the wider Bespak company and create synergies by centralizing key functions such as finance, purchasing, and production planning.

As a mature user of SAP software, Bespak decided to support this strategy by replacing a variety of disparate software packages and proprietary applications at Bespak Injectables with an SAP Business All-in-One solution. "Deploying an SAP solution at Bespak Injectables would support standardized processes on a single, well-established platform," comments Newman. "This would enable us to integrate the company seamlessly into the Bespak group."

Rapid Deployment

Bespak turned to SAP partner itelligence Business Solutions (UK) Ltd for help with the implementation. "We selected itelligence as our systems integrator because of the expert knowledge of its consultants and excellent references," says Newman.

Targeting a completion date that would enable Bespak to start the financial year using the new solution, the joint Bespak-itelligence project team worked quickly to roll out the software in just 60 consultancy days – approximately five times faster than average for this type of implementation. "A rapid deployment was made possible because of the clear structure already established within Bespak's existing implementation of its SAP Business All-in-One solution," remarks Newman. "It meant that we could migrate Bespak Injectables very quickly."

According to Newman, teamwork was also a key success factor. "Communication between itelligence consultants and our own internal team was excellent," he confirms. "Everyone worked closely to meet our objectives on time and within budget."

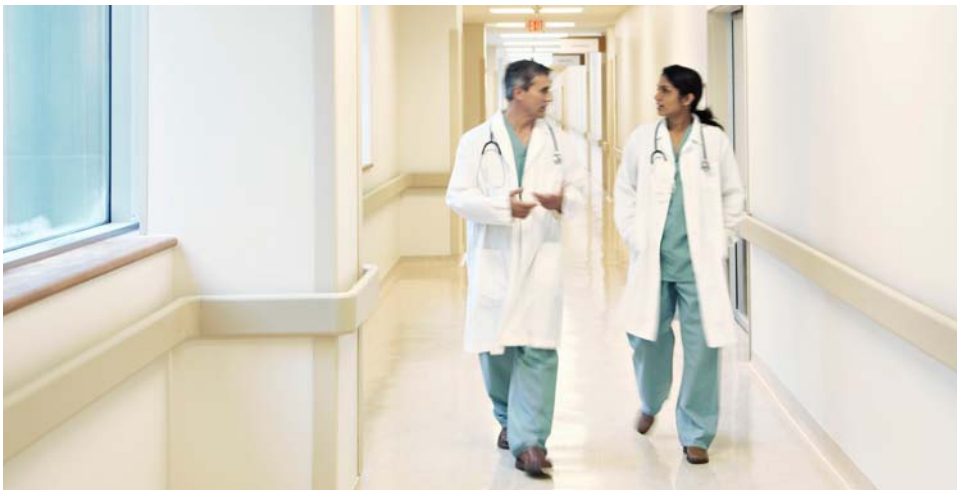
Training Support

With training support provided by both itelligence and Bespak's internal IT personnel, staff at Bespak Injectables have responded well to the new solution. Employees have also been impressed with the improved functionality offered by its SAP Business All-in-One solution compared to the company's previous legacy solutions. For example, financial reporting is now more detailed and the time taken for month-end closing is reduced by several days.

"It was a steep learning curve, but thanks to the training provided and the continuing support from Bespak's internal SAP team, people are now very comfortable with using the software," comments Laura Hetherington, marketing executive at Bespak Injectables.

Standardized Platform

Bespak Injectables now uses the SAP solution to support everything from stock management to accounting. And with data processed and stored within the same standardized software, the



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Mark Newman, SAP Service Manager, Bespak, a Consort Medical plc Company

organization has been able to centralize finance, purchasing, and production planning functions at Bespak's King's Lynn headquarters. As a result, the company has benefited from improved efficiency while reducing costs.

"Bespak Injectables' processes are now completely integrated into Bespak's workflow," says Newman. "We are all working within the same reporting framework, and we have confidence that the figures we see are accurate and reliable."

Unified Organization

For Bespak Injectables, the implementation has brought significant gains. "Prior to acquisition, we had only a minimal support infrastructure; but thanks to the integration of our SAP Business All-in-One solution with Bespak's own SAP solution, we can now access the back-office support functions of a much larger organization, helping us to work more efficiently and enabling us to focus on our core areas of expertise," highlights Hetherington.

With the solution in place, stock management controls are now more robust, improving traceability and auditability – key requirements in the tightly regulated pharmaceutical industry that the company serves. "There is no doubt that running SAP software considerably improves the credibility of Bespak Injectables in the eyes of regulatory bodies such as the FDA and the Medicines and Healthcare products Regulatory Agency," comments Newman. "It also improves our standing with existing and potential pharmaceutical customers who often run SAP software themselves."

However, according to Hetherington, the importance of the positive impact on staff morale that closer integration has delivered should not be overlooked. "There is definitely a feeling that our employees are part of Bespak now," she says. "The integrated SAP software has allowed us to standardize many processes and procedures across both sites, making staff feel that they are all part of the same unified organization."

"We now know that it is a relatively straightforward task to roll out our standard SAP software to other companies, and we have a proven model that can work well again for any future acquisitions."

Mark Newman, SAP Service Manager, Bespak, a Consort Medical plc Company

Proven Model

Now that it is established on the SAP solution, Bespak Injectables is looking at setting up links with customers who are SAP software users. This will enable more efficient stock management, helping to provide a more efficient service.

For Newman, the success of the deployment clearly demonstrates that migrating SAP software to a newly acquired company does not have to be a headache. "Rolling out our SAP Business All-in-One solution has supported a smooth transition and helped us to modernize and upgrade Bespak Injectables' enterprise performance infrastructure in a very short space of time, in a relatively inexpensive way," he concludes. "We now know that it is a relatively straightforward task to roll out our standard SAP software to other companies, and we have a proven model that can work well again for any future acquisitions."

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