

## QUICK FACTS

<b>Location:</b>	Waltham, MA
<b>Industry:</b>	Pharmaceutical
<b>Products:</b>	Commercial drug manufacture
<b>Revenue:</b>	\$25B
<b>Employees:</b>	70K
<b>Web Site:</b>	www.patheon.com
<b>Solutions:</b>	SAP HANA 2.0 SAP MDG SAP Data Services SAP SLT SAP BusinessObjects SAP Analytics Cloud
<b>Partner:</b>	Answerthink
<b>Project length:</b>	2+ years

Patheon, a division of Thermo Fisher Scientific, delivers simplicity, speed, and quality to clients across the pharmaceutical and biotechnology sectors. Patheon's pharmaceutical development and manufacturing services provides a comprehensive, integrated and highly customizable set of solutions to help customers of all sizes satisfy complex development and manufacturing needs at any stage of the pharmaceutical development cycle. With a reputation for scientific and technical excellence, combined with a passion for delivering quality products on time, every time, our extensive network of scientists, chemists, and technical experts across North America, Europe, Latin America and Australia have enabled us to achieve industry-leading growth.

**patheon**  
by **Thermo Fisher Scientific**

# Patheon SAP HANA Data Lake & Analytics Platform

## Situation

- Patheon wanted to develop a data lake solution for housing large amounts of data from 14 global ERP and 20 non-ERP (CRM, QMS, MES, LMS, etc.) systems
- Retire manual reporting produced by Site resources. Challenges with adopting optimized analytics as monthly numbers previously reported were lower than expected
- Automate monthly reporting and standardize manufacturing KPIs such as OTD, OTIF, Lead Times, and RFT
- Customer was looking for a cloud vendor to provide an easy to use interface for creating and managing virtual machines, backups, and DR. AWS appeared to check all the boxes and offered competitive pricing

## Key Challenges

- Difficulties with harmonizing data from all ERPs due to a lack of consistencies across business processes and system versions/configurations
- Inconsistent levels of data organization prohibitive to analytics and reporting
- No Data Governance enforced throughout the various systems
- Inconsistent quality of data from system to system
- Limitations in being able to respond quickly to new information requirements and M&A activity
- No standardized single version of key business master entities available

## Solution

- 3-tiers landscape and S3 backup mechanism within AWS. Each environment (DEV, QAS, PRD) consisted of a Business Intelligence, Data Services (ETL), Master Data (MDG), Replication (SLT), and HANA (DB) servers
- Powerful enterprise Business Intelligence platform offering reporting, dashboarding, planning, and AI capabilities
- Creation of standard KPIs across 25+ Sites and 4 Business Units
- Distribution of monthly scorecards fully automated for Senior Management and Site resources
- Global data platform with operational data and master data from source systems for enhanced visibility, to promote site-level collaboration, and improve decision-making
- Data Governance enforcement down to the system level to preserve data integrity and consistent key business entity definitions

- Automated data acquisition and availability for faster access without manual manipulation and for self-service analytics
- Removed labor-intensive, manual methods of data collections and reporting
- New master data repository to provide a single enterprise view of key business entities
- Flexible architecture to drive agility to accommodate new business requirements and M&A activities

### **OS Platforms/DB Platforms**

- Windows Servers (12)
- SUSE Linux (3)

### **SAP solution(s) involved**

- SAP HANA 2.0 DB
- SAP Master Data Governance (MDG)
- SAP Data Services
- SAP Information Steward
- SAP SLT
- SAP BusinessObjects

### **How AWS Was Used**

- AWS was used to host the new SAP Landscape consisting of
  - SAP HANA 2.0 DB
  - SAP Master Data Governance (MDG)
  - SAP Data Services
  - SAP Information Steward
  - SAP SLT
  - SAP BusinessObjects
- Sources included data from 14 global ERP and 20 non-ERP (CRM, QMS, MES, LMS, etc.) systems across a variety of OSs and databases.

### **Implementation Highlights & Key Benefits**

- Access to self-service real-time analytics
- Automation of monthly reporting
- Standardization of metrics, logic, and business processes
- Robust cloud hosting
- Single sign-on (SSO)

### **Outcome(s)/results -**

200+ users across 27 sites

- Enhanced agility for faster on-boarding systems and data related to acquisitions and to facilitate divestitures
- Faster data availability for reporting and analytics from multiple source systems
- Scalable global data platform without requiring ERP consolidation
- Reduced need for multiple point-to-point interfaces going forward
- Flexibility to publish accurate data to support system data needs or for customer data feeds
- Automated data integration from source systems removing the need for multiple site personnel (~118 – 200) to manually assemble the data on monthly basis
- Improved data consistency and accuracy removing need for self-reporting
- Current up-to-date view of operational metrics across all sites vs. outdated/incomplete data
- Clean, accurate, and consistent single global view of master data
- Non-invasive approach to existing master data in source systems
- Data Governance for new master data at source systems
- Enablement of Business Data Stewardship to drive data definitions for consistency and standardization
- Drill-down view capabilities for improved visibility of trial balance for key operating expenses
- Positioned for the ability to provide financial reporting automation removing the need for manual data extractions and input into Web forms
- Automated data integration with display of current/accurate snapshot of customer/ Patheon relationship health with no manual assembly required
- Single view of customer health and metrics
- Faster preparation for customer meetings with current data

### **About Answerthink**

Answerthink is a Hackett Group company and certified SAP Platinum Partner consistently recognized by SAP for outstanding service. We have helped hundreds of growing companies make the move to SAP, and we bring this cumulative experience and knowledge to each new project.