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André Kociałkowski, IT Manager, Industrial Activities, Fournier Pharma

## AT A GLANCE

### Summary

Fournier Pharma, one of France's top independent pharmaceutical companies, has streamlined its manufacturing systems and increased integration with SAP® R/3® software (available now in the mySAP® ERP solution).

### Web Site

[www.fournierpharma.com](http://www.fournierpharma.com)

### Key Challenges

- Obsolete software
- Limited functionality
- Patchy integration
- High-maintenance interfaces
- Noncompliant software

### Project Objective

- Replace out-of-date, third-party systems for quality assurance, stock control, and manufacturing execution
- Ensure seamless integration, minimizing interfaces and maintenance overhead
- Comply with Good Manufacturing Practices (GMP) and U.S. Food and Drug Administration (FDA) requirements

### Solutions and Services

SAP software for quality-management and manufacturing-execution-system capabilities

### Why SAP Solution

- Fournier Pharma already operated an SAP environment
- Integration and standardization were absolutely essential
- Existing in-house SAP competence center
- User-friendly, low-maintenance solution
- Future-proof investment – SAP will still exist in 10 years

### Implementation Highlights

- Successful three-month evaluation period
- Go-live within 18 months of initial evaluation

### Key Benefits

- Seamless information exchange between quality assurance, stock control, and manufacturing execution systems
- Near-real-time access to higher quality information
- Rich reporting and analysis capabilities
- Minimal production error count
- Improved inventory management
- User-friendly, standard interface

### Implementation Partner

AEGIS Consulting  
Web site:  
[www.aegis-consulting.fr](http://www.aegis-consulting.fr)

### Existing Environment

SAP R/3 software

## FOURNIER PHARMA

### SAP® Solutions Help French Pharmaceuticals Company Comply with Stringent Manufacturing Regulations

Fournier Pharma is a European pharmaceutical company of global stature. Its reputation is founded on extensive expertise in the field of metabolic diseases and prevention of cardiovascular risk. With a total of 3,340 employees, Fournier Pharma is now established in 31 countries and markets its products in over 80 countries. In 2003, the company achieved revenue of €557 million.

### Exacting Standards

Drug makers have to adhere to more stringent regulations than any other type of manufacturer. Before a pharmaceutical product can be licensed for public use, regulators must be convinced that all processes are watertight and well documented. And the software that supports these processes requires validation too.

### Wanted: Seamless Integration

Fournier Pharma used to operate a patchwork of third-party systems for quality assurance, stock control, and manufacturing execution. Some of these systems did not have the necessary Good Manufacturing Practices (GMP) and U.S. Food and Drug Administration (FDA) validation. The heterogeneous environment required a number of costly, high-maintenance interfaces, and integration was poor.

As a result, Fournier Pharma often had to transfer data manually from one system to another, exposing the company to potential errors. What's more, the software was 10 years old and close to becoming obsolete.

According to André Kocalkowski, IT manager, industrial activities, Fournier Pharma, "The functionality and technology were off-the-pace, and it was proving hard to maintain the required in-house expertise." Something had to change.

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Fournier Pharma

### **At Home with SAP**

Fournier Pharma first implemented SAP® R/3® software in 1997, and today employs it for all corporate functions except HR. This software is available today in the mySAP™ ERP solution. Over time, the company has developed an excellent in-house SAP competence center. As Kocalkowski explains, "As a medium-sized company, we needed user-friendly, low-maintenance software that made the most of our existing skills." Integration and standardization were key criteria – SAP software was the only sensible answer.

### **Taking Functionality to a New Level**

Against this background, the Fournier Pharma scientific experts who specialize in the company's products for metabolic disorders began to look at the quality-management and manufacturing-execution-system features offered by SAP. In December 2002, consultants from SAP France gave a presentation, and the company visited pharmaceuticals reference customers. Fournier Pharma then began a three-month evaluation. They discovered that not only would the software meet both GMP and FDA validation requirements but it would also take functionality to a new level. The project was given the green light in March 2003.

### **Firm Foundations for Success**

Implementation was largely executed by Fournier Pharma's own experts, with valuable assistance provided by AEGIS consultants, especially for user training. GMP and FDA validation ran in parallel to the implementation, laying the groundwork for a successful go-live in May 2004.

### **Seamless Integration Achieved**

Thanks to the quality-management and manufacturing-execution-system capabilities of the SAP software, Fournier Pharma now has seamless information exchange between quality assurance, stock control, and manufacturing. Kocalkowski adds, "Regardless of where it is first entered, the same data is used on the factory floor, in the laboratory, and in the offices." With no need for costly, custom-built interfaces or manual data transfer, this is exactly the tight integration Fournier Pharma was looking for.

### **Higher Quality Information**

Thanks to its new systems, Fournier Pharma now enjoys a wider range of more accurate facts and figures in near real time. Rich reporting and analysis functionality enables the company to identify opportunities and risks that they may not otherwise spot. And this enables Fournier Pharma to increase efficiency and make the best use of available resources.

### **Minimal Error Count**

Pinpoint accuracy is the holy grail of the pharmaceuticals world. Thanks to the superior quality-management capabilities of the SAP software, Fournier Pharma can effectively trace the ingredients used in individual products. In this way, they ensure that recipes have been correctly compiled, and that any errors are identified before defective products have a chance to leave the factory.

### **Improved Inventory Management**

Because all systems access the same data, Fournier Pharma now has improved insight into stock levels. As a result, the company can better resolve storage and order issues, helping to avoid wastage of valuable ingredients that have a short shelf life.

### **User-Friendly, Standard Interface**

The new SAP functionality is good news not only for managers and IT professionals, but also for employees. They see big benefits in the form of a standard, user-friendly graphical user interface to all back-end systems.

### **Future Plans**

According to Kocalkowski, “Whenever we need new software, we always weigh up the options available from SAP first, in order to capitalize on the integration possibilities and the expertise we have in-house.” With leading-edge solutions from SAP, Fournier Pharma plans to remain a leader in its field for years to come.

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