

AVEEROS

An ERP designed by experts with deep knowledge of both the **INDUSTRY DOMAIN** and **TECHNOLOGY**.

AVEEROS
TECHNOLOGY FOR YOUR BUSINESS





PHARMAGEN LIMITED
Striving to Serve Humanity

DIGITAL TRANSFORMATION



A Case Study in Cloud ERP for the Pharmaceutical Industry

www.pharmagen.com.pk



PHARMAGEN LIMITED

Striving to Serve Humanity

Pharmagen Limited is a leading force in the Pakistani pharmaceutical industry as being the country's leading producer of Active Pharmaceutical Ingredients (APIs), generating revenues of **over 80 million dollars**. The company operates across multiple specialized divisions, including:

- Semi-Synthetic Penicillins (SSPs) Plant
- Oral Semi-Synthetic Cephalosporins (SSCs) Plant
- Sterile Semi-Synthetic Cephalosporins (SSCs) Plant
- Multipurpose Plant (MPP)





PHARMAGEN LIMITED

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Pharmagen serves both multinational giants and leading local pharmaceutical companies, with clients including **GlaxoSmithKline (GSK), Merck, Wyeth, Pfizer, Haleon, Sanofi Aventis, Bristol Myers Squibb** and many other industry leaders.

With a multi-plant manufacturing presence and a workforce of over 100 dedicated ERP users, the company required a robust, industry-specific ERP solution to address the limitations of its legacy system and effectively support its expanding operations.



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The Problem:

The Limitations of a Legacy & Non-Industry Specific ERP System

Pharmagen's reliance on a legacy ERP created significant bottlenecks that hindered its process manufacturing operations and regulatory compliance. The system's shortcomings included:

- **Approximation-Driven Processes:** With large-scale operations spread across multiple plants, Pharmagen struggled to allocate service and material costs accurately, often relying on approximations that impacted financial transparency.
- **Engineering & Maintenance Gaps:** There was no automated system to track machine history, engineering store issuance or scrap handling, leading to chaotic breakdown management and reduced operational efficiency.
- **Disconnected Systems:** Siloed data across four separate plants resulted in rampant inventory management inaccuracies.
- **Manual Planning:** Production and material planning were conducted manually in Excel, wasting countless hours and limiting agility.
- **Manual Batch Records:** The paper-based system slowed down product release timelines and made compliance documentation a laborious, error-prone process.

These issues directly impacted Pharmagen's ability to ensure GMP (Good Manufacturing Practices) compliance and streamline its complex supply chain.



The Solution:

A Cloud-Based, Pharmaceutical-Specific ERP System



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To overcome these challenges, Pharmagen partnered with AVEEROS to implement a cloud-based, GMP-compliant, pharmaceutical-specific ERP system. Unlike generic ERPs like SAP, Oracle, Odoo, etc., AVEEROS PHARMA ERP was designed by industry experts to be intuitive and tailored to the unique workflows of pharma process manufacturing. This targeted approach ensured a seamless digital transformation for all of Pharmagen's divisions.

Key modules implemented included:

Finance & Accounting:

Fully integrated with production and inventory.

Production & Manufacturing:

Featuring Batch Manufacturing Records (BMR) with recipe management.

Quality Management (QA/QC):

With in-process checkpoints.

Engineering & Maintenance:

For proactive asset management.

Inventory & Multi-Warehouse Management

With detailed FEFO/FIFO controls.

Supply Chain Management:

Streamlining procurement and logistics.

Corporate Sales & Distribution:

To manage the entire sales lifecycle.

AVEEROS Help Desk:

A dedicated support system for continuous, real-time assistance.

Key Transformations & Tangible Benefits

The implementation of **AVEEROS PHARMA ERP** delivered a complete digital overhaul of Pharmagen's operations, addressing core challenges and driving efficiency.

End-to-End Financial Integration

The new system automated Accounts Payable, Accounts Receivable and the General Ledger, with real-time posting directly from procurement, production and sales. This single-point validation reduced data entry errors and provided audit-ready reporting, ensuring compliance with DRAP and international standards.

eGMP-Compliant Production & Manufacturing

The solution provided full Batch Manufacturing Records (BMR) that tracked every step of the API manufacturing process from compounding to in-process QA/QC checks. The system automatically tracked labor hours, machine hours and yield, ensuring complete traceability and strict adherence to Good Manufacturing Practices (GMP / eGMP).



Centralized Procurement & Inventory Control

By centralizing procurement, the company could allocate costs accurately to each division. The Cloud ERP system introduced unlimited warehouse creation with precise FEFO/FIFO controls, ensuring transparent inventory management and vendor accountability.

Streamlined Quality Management

The system automated inspection workflows and Certificate of Analysis (CoA) management, eliminating manual risks and creating transparent lab testing records.

Key Transformations & Tangible Benefits

Optimized Engineering & Maintenance

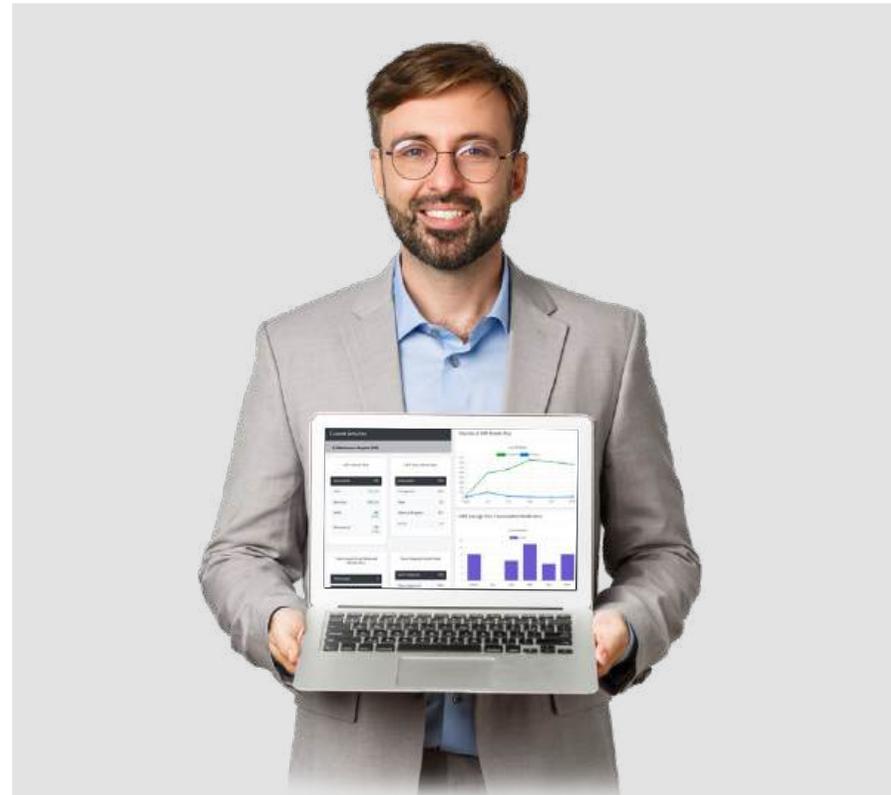
AVEEROS enabled preventive and breakdown maintenance planning, complete with machine history, tool tracking and spare parts traceability. This boosted productivity by up to 40% and even monetized scrap, turning waste into revenue.

Automated Material & Production Planning

The implementation of automated Material Requirements Planning (MRP) and integrated Capacity Requirements Planning (CRP) eliminated hours of manual, Excel-based work, enhancing agility and forecasting accuracy.

Data-Driven Decision Making

Visual KPI dashboards provided real-time insights into inventory, production costing and sales. The Cloud ERP infrastructure ensured affordability, scalability and secure access from anywhere, transforming raw data into actionable intelligence.



Seamless Support & Enhanced User Experience

The integrated AVEEROS Help Desk module provided a robust support framework, improving user experience and minimizing operational friction. Core features like ticket management, a comprehensive knowledge base and real-time performance monitoring ensured that any user queries or issues were resolved efficiently. This customer-centric approach to support was crucial for the smooth adoption and long-term success of the new ERP system.

Results & Outcomes

The digital transformation with AVEEROS Cloud ERP has positioned Pharmagen for future growth and resilience. Key outcomes include:



Total Traceability

Easy batch control and traceability across all plants.



Real-Time Visibility

Zero stockouts and enhanced supply chain management.



Regulatory Compliance

Built-in GMP / eGMP readiness and automated validations.



Operational Excellence

Reduced unplanned downtime and streamlined workflows.



Strategic Intelligence

Data-driven dashboards for proactive decision-making.



Continuous Support

Uninterrupted operations with an integrated help desk system.

By choosing a specialized AVEEROS Pharmaceutical ERP, Pharmagen not only replaced an outdated system but also achieved true operational excellence, ensuring uncompromised compliance and agility in a dynamic global market.



Testimonials

Pharmagen Limiteds' team shares their satisfaction and experience, please see the video testimonials below:

Mr. Usman Sufi – **Director Sales & Marketing**



<https://www.youtube.com/watch?v=7wsXVP0grqk>

Dr. Tayyab Mohyuddin – **Factory Head**



<https://www.youtube.com/watch?v=itcXydCWr4k&t=3s>

Mr. Hafeez Awan – **Assistant Manager Engineering Store**



<https://www.youtube.com/watch?v=NLrdyVZ0-Y8>

Mr. Asad Baig – **Manager Accounts**



<https://www.youtube.com/watch?v=UKzZV8JkXTY>

Mr. Khalid Javaid Iqbal – **Assistant Manager Warehouse**



<https://www.youtube.com/watch?v=UCCYIAdknd8>

Mr. Fida Hussain – **Deputy Manager Procurement**



https://www.youtube.com/watch?v=N9G_HyN5R9I

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