



“We are a pharmaceutical company with ambitious goals, so our requirements are quite complex.

Quota’s clever development, configuration and deployment of our system were very impressive. Its successful validation and right-on-time launch speak for themselves!”

Jean-Pierre Roth, IT Manager,
Arena Pharmaceuticals GmbH

Arena deploys new ERP solution with full integration of all available and necessary SAP modules

The pharmaceutical company developed the new enterprise solution together with partner Quota Consulting Group Schweiz AG. All individual business processes were reproduced in the SAP system in order to guarantee work with a fully integrated system: Procurement and Sales, PPS and Logistics, but also industry-specific modules such as Quality Management, Plant Maintenance, Characteristics Strategy, PI sheet or Materials Management, including Handling Unit Management.



THE CHALLENGE

- Developing and deploying a fully integrated Enterprise Resource Planning system, compliant with the pharmaceutical industry’s requirements
- Integrating the majority of modules SAP can offer
- Preferring SAP standards to proprietary developments
- No integration of third-party solutions
- Ensuring system development compliance with stringent industry-specific regulations

THE SOLUTION

- SAP ERP ECC7
- Very close cooperation between Arena and Quota project teams
- Full integration of all available SAP modules
- Alignment of business processes to the system wherever possible
- Customisation of existing modules only if necessary
- Configuration, prototyping, testing, validation, and launch

THE RESULT

- Higher efficiency and massive reduction of error sources through a fully integrated ERP system and a single database
- Full transparency across all business and production processes
- Consistently documented business processes
- Perfect compliance with all international regulations and laws
- Basic infrastructure to leverage Arena Pharmaceuticals’ future growth



Utmost precision in machine settings and impeccable data quality are vital for pharmaceutical production. The best prerequisite to achieve this goal is inter-departmental work on a centralised SAP ERP system.

Since there was SAP know-how locally available, the company decided to develop its own SAP solution in Switzerland and to appoint IT Manager Jean-Pierre Roth to the role of project manager. A Quota team under the direction of project manager Jürgen Maier was engaged to help design, develop, and deploy the solution. Quota had been a partner to Siegfried and Arena Pharmaceuticals for many years. In addition to comprehensive SAP skills, it therefore has an extensive knowledge of pharmaceutical processes and procedures.

A landmark decision: SAP to be the only system

Arena Pharmaceuticals has set itself a clear-cut goal: to grow markedly during the next couple of years. Thinking ahead, the company had to prepare not only its business structure and processes, but also the staff in view of a successful future. Hence the choice of the SAP business solution, hence also Jean-Pierre Roth's consistent position:

"We wanted a fully integrated system that would cover all our requirements, as well as a single database and a minimum number of interfaces. This was the only way for us to become an efficient, strong actor on the market, that could adapt agilely to changing situations."

The Arena-Quota project team started by describing the business processes. Quota experts then set up a prototype. Many areas of the Administration, Purchasing and Sales, Production and Logistics workflows were already implemented in the SAP standard solution. However, integrating Quality Management, Plant Maintenance, Characteristics Strategy, Process Instruction sheet, Electronic Batch Record, direct Track and Trace implementation (no Manufacturing Execution System), MMS including HUM, Adobe Forms and Dynamic Warehousing proved to be more challenging. Arena Pharmaceuticals and Quota mastered this difficult task so successfully that the deployed system sets new standards throughout the pharmaceutical sector.

Consistency across all business and manufacturing areas

The pharmaceutical industry is subject to stringent international quality assurance regulations for its manufacturing processes. Any exception can affect consumers' health directly. Therefore, only a GMP compliant Quality Management can meet public health requirements – it is crucial for pharmaceutical product marketing. Jean-Pierre Roth was fully aware of this:

"SAP provides a QM module enabling full integration with Logistics' materials and information workflow."



Production-relevant real-time data need highest, error-free system stability. Therefore, Arena's systems and data centres build-up is consistently redundant.

With Quota and project manager Jürgen Maier, Arena found a sparring partner whose comprehensive knowledge of SAP and pharmaceuticals enabled him to give substantiated advice. Jürgen Maier knows SAP's possibilities intimately. Working with Jean-Pierre Roth, he evaluated what business processes could be handled more flexibly, and in what cases the SAP system needed to be customised. Together they sought the perfect compromise, set up the relevant prototype, carried out meticulous tests, and finally deployed the module.

All the materials are identified and every step can be traced. These prerequisites were necessary to guarantee that the Dynamic Warehousing module could be perfectly integrated.

However, Arena decided to accept interfaces with third-party systems in two areas: the parent company's document management system in San Diego was connected to the SAP system in Switzerland. And with Adobe Forms, issuing visually attractive forms is now effective and simple.

This procedure was used for the QM module, as well as for the Characteristics Strategy. In these areas, it was important to think ahead and plan the master data structure so that the system would be able to distribute all the necessary information automatically within the manufacturing processes – the only way to make locally specific manufacturing batches or custom-made productions possible.

Going-Live: on schedule, validated, excellent

In close cooperation, Arena Pharmaceuticals and Quota have developed an extraordinary solution whose global composition is very rare.

Jean-Pierre Roth knows why:

"Working with the right partner is crucial. The Quota experts' comprehensive knowledge of the giant SAP is very impressive. Together, we set up a unique IT base for Arena Pharmaceuticals to make us ready for a successful future. And let's not forget that our system went live right on schedule on the 1st of January 2015 – validated, providing the features we wanted and ensuring the excellence we required."

Manufacturing is now seamlessly connected with the system, while the PI sheets are fully integrated. Signatures are no longer affixed manually on paper but on the electronic PI sheets. Moreover, the SAP system assigns a serial number to every package on the newly procured packaging line, thus enabling tracking and tracing at any time along the entire production process. Mobile barcode scanning with Mobisys Information Systems makes Materials Management very easy and precise.

It goes without saying that Quota's experts are at hand for Arena Pharmaceuticals in the solution's day-to-day operation and for any extension the company might need.



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- MM Materials Management
- PP/PPPI Production Planning and Control (Process Industry)
- PM Plant Maintenance
- SD Sales and Distribution
- WM/LE Warehouse Management incl. HUM
- QM Quality Management
- Mobisys Mobile Information Systems
- Adobe Forms