



**Microexcel**

**Redefines Digital  
Innovation for Life  
Sciences**

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# QUICK FACTS

Microexcel Redefines Digital Innovation for Life Sciences



The client was a clinical stage pharmaceutical innovator and early adopter of S/4HANA



Current SAP system was rapidly approaching the end of their mainstream maintenance



The client required self-sufficiency on a validated FDA compliant work product



Empower and train the client's employees on the critical SAP processes



Incorporate the capabilities of the full potential of SAP Solution Manager



Enhance existing SAP processes, add warehouse management and quality inventory controls with GxP validation

# HEALTH LIFE SCIENCE – TRENDS AND CHALLENGES



## Regulatory - Compliance

Navigate Regulatory pressures, fluid changes and rising healthcare costs:

Redesign complex channel models and R&D that are raising healthcare costs making it unsustainable

## Big Data – Health Networks

Build new ecosystems that integrate suppliers, contractors and regulatory agencies to create a continuous value chain and reduce costs.

## Patient Centricity – Personalization

Empowered patients and personalization:

Create outcome-based patient engagements and develop direct patient connect.

SAP's industry solution is the leading platform to capitalize and support these trends. Microexcel has developed the method to rapidly and effectively address these challenges.

## OUR PRACTICE LEADERS & PRESENTERS



**DEREK LIGHT**  
GLOBAL LEAD

Innovator & enabler of digital & business transformation supported by Enterprise(ERP), Cloud and Digital capabilities that support business strategies. 18+ years with Accenture. Completed a comprehensive analysis across the industries leading system integrators.



**JASON COMBS**  
NA Delivery

Comprehensive cloud and digital transformation experience to support business strategy, cost optimization, Industry 4.0, M&A and global delivery model. Solution & delivery leadership for over 17 years with Accenture.



**TONY BARBERA**  
FINANCE

Demonstrated history of working in the information technology and services industry. Skilled in SAP Finance implementations, SAP S/4HANA, SAP strategy and assessment. A strong finance professional with both industry practice and Tier 1 consulting experience.



**SUHAIL JAFRI**  
SUPPLY CHAIN

Platinum level consultant with over 20 years' experience in Supply Chain re-engineering and SAP implementations, including working directly for SAP product development. Successfully completed over 15 end-to-end project implementations in a lead and/or architect role.



**CATHY THORNTON**  
Change Management

Transformational track record of developing learning organizations, implementing strategic change and partnering with senior business executives to drive strong positive business results. Over 25 years of experience working for Wipro, IBM, Coca-Cola, BofA, and American Airlines.

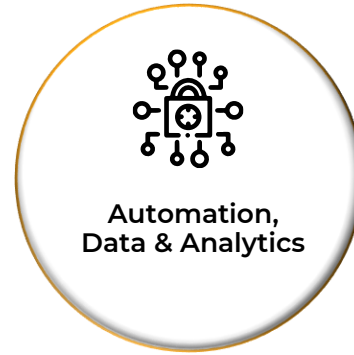
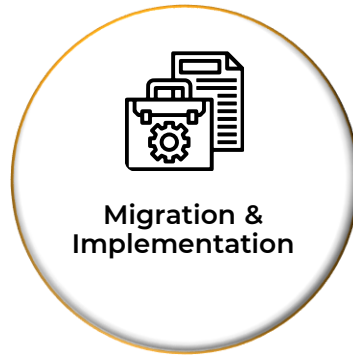


**BRIAN FREYMAN**  
Health Life Science

A senior ERP Practice Leader with over 25 years of international experience including; delivery, enterprise consulting practice development, global quality assurance, change management, training and custom technology program management. Completed several international SAP and other Enterprise projects over his career.

# SAP SERVICES

Microexcel as a Global System Integrator with focus on products companies delivering end to end **SAP transformation and migration** services increasing value & compliance through change management, automation, analytics and an optimized global delivery & partner model.



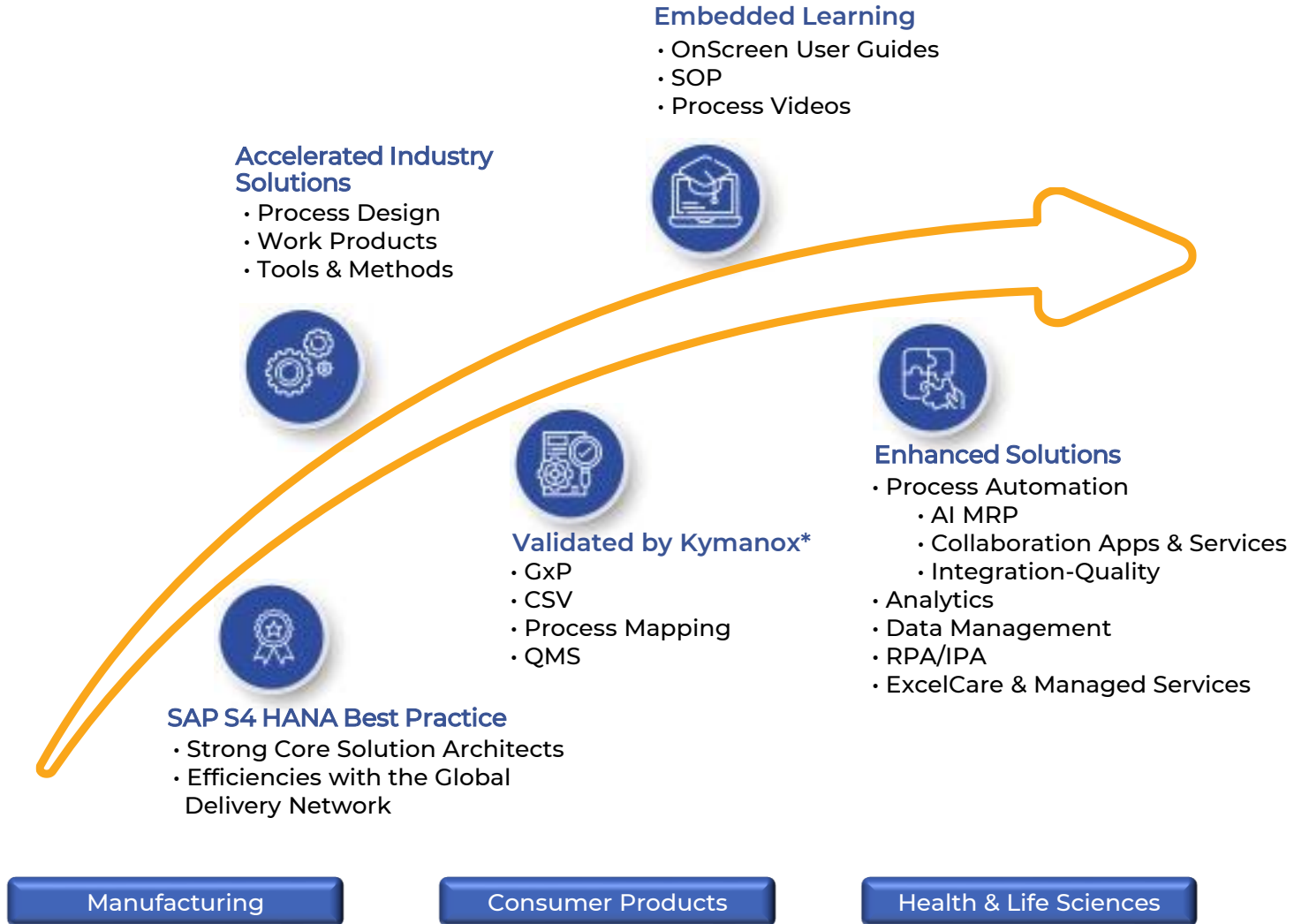
SOLUTIONS, TOOLS & ASSETS

PARTNER ECOSYSTEM

# COMPREHENSIVE TOOLS & ASSETS



Microexcel Improved transformational outcomes with capabilities, solutions and accelerators to achieve the goals for a strategic transformation



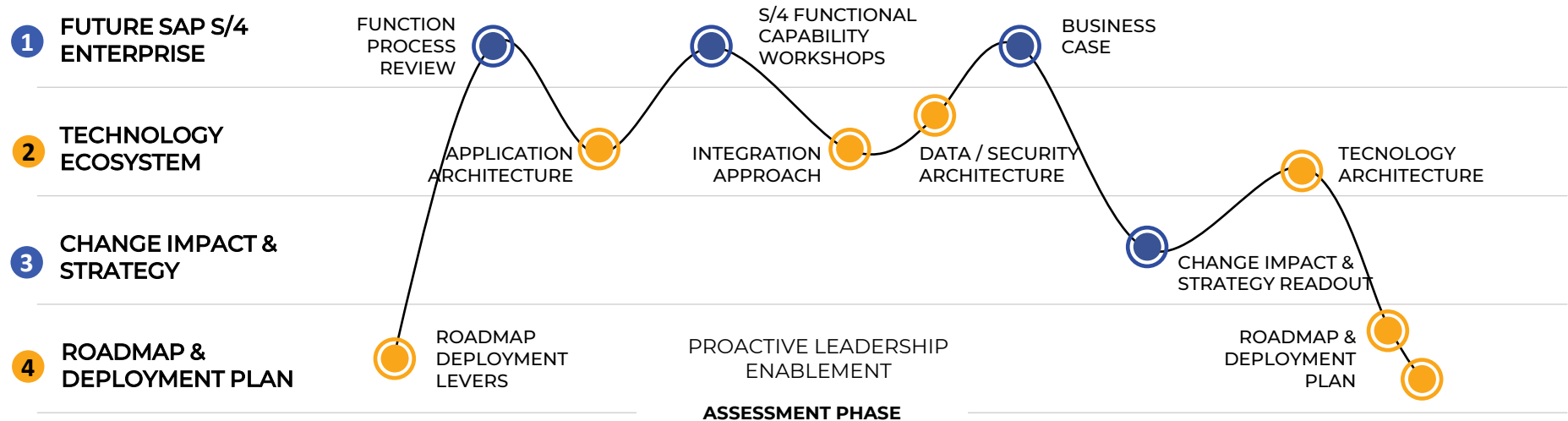
\* Kymanox is a Market Leader in FDA Compliance Strategy within HLS industry

# STRATEGY & ASSESSMENT



## Integrated Co-creation Assessment

Aligning your organizations SAP Strategy & Roadmap considering People, Process, Technology, Data Value, and Key Compliance factors



### Key Activities

#### Plan/ Mobilize

- Define key stakeholder & governance
- Stakeholder/ Governance
- Workplan development
- Request & collect key data & inputs



#### Assessment

- Describe prelim. Future state processes
- Processes and application mapping
- Describe & decide on automation and analytics opportunities
- Decide technology, organization, value, experience and data impact



#### Process segmentation & value

- Decide on future s4 processes
- Decide on automation and analytics priorities
- Align and decide on change impacts
- Build and validate business case



#### Recommendation to board

- Multi phase plan: prioritized & sequenced multi-year implementation roadmap
- Resources documented for all future phases within the roadmap
- Advanced business capability recommendations

BROAD & DIVERGENT THINKING

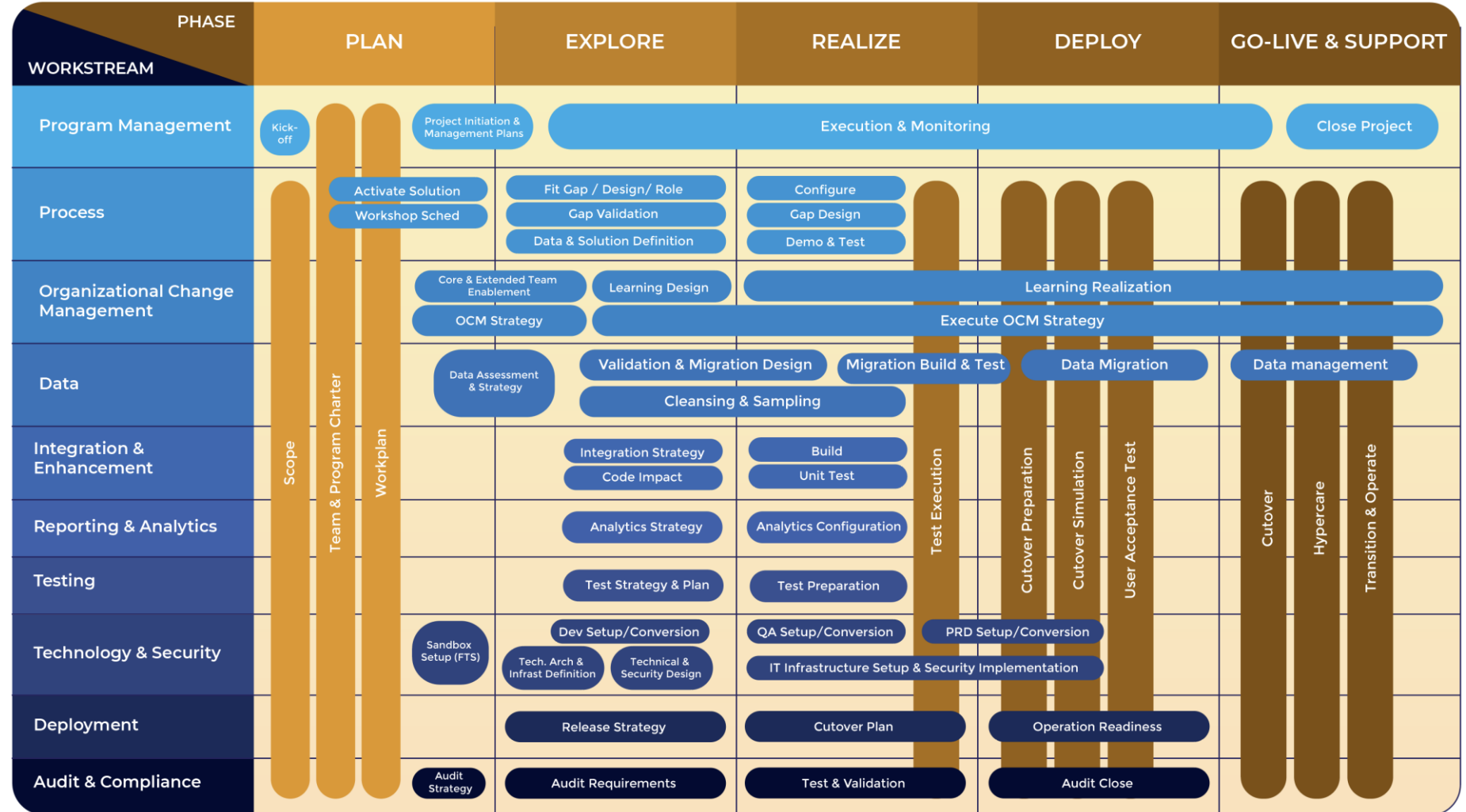


CONVERGING FOCUS

# COMPREHENSIVE TOOLS & ASSETS



## Activate Project Management Methodology



- SAP Core Accelerators
- PMO Toolset
- Onscreen Guides
- Fit to Standard Videos
- Industry Solutions
- Automation
- Compliance

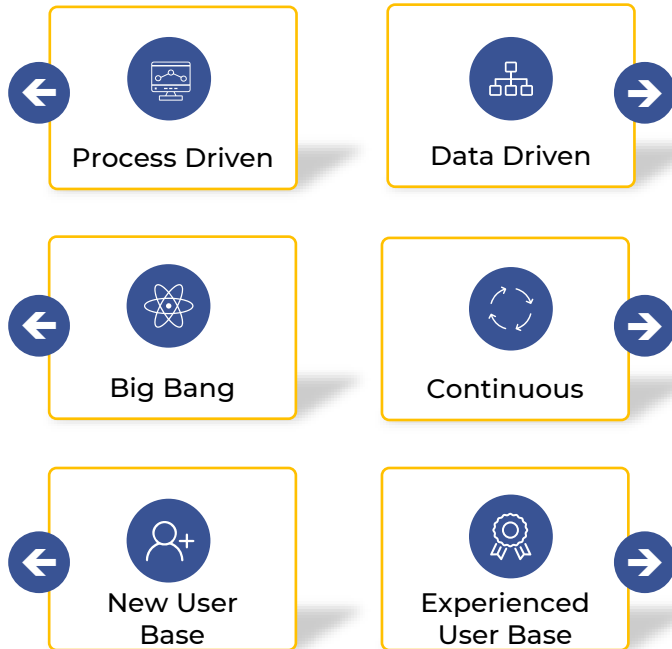


# CHANGE MANAGEMENT & ENABLEMENT



Our **Change Management** offerings improve user adoption, addresses continuous change and promotes self sufficiency

## Change Management Evolution



## Solution

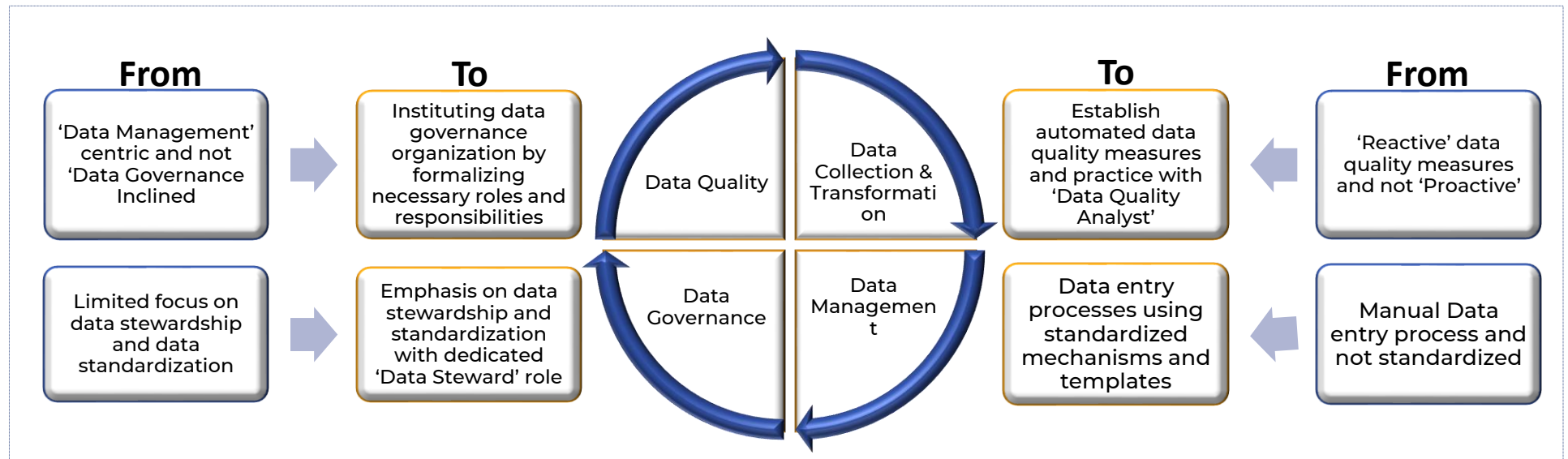
- SAP S4 HANA Self-Enablement
- Digital Operating Model
- Continuous Change & Learning
- Learning Content

# DATA – QUALITY, COLLECTION, MANAGEMENT & GOVERNANCE



## Microexcel's Data Governance Mantra

- 1) Orchestrating Right Mix for Optimum outcome
- 2) Bringing the change for effective Data Governance





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# INTERNAL PROJECT NOTES – BACKGROUND, DEPLOYMENT & BENEFITS

# BACKGROUND

Our journey with our pharma client began when Microexcel was presented an opportunity to present our capabilities against an RFP which described the customer's need to upgrade their existing SAP S/4HANA Environment.

During this process, we quickly recognized the customers ambition to obtain better value out of their S/4HANA investment and to better understand the best practices that are baked into the latest release.

We then walked the customer through the core tenets of upgrading to S/4HANA 1909, opportunities to remediate and/or improve the existing implementation and activate new functionality. As their potential partner of choice, our mission was to establish a foundation of people, process, and tools to care & improve S/4HANA with a sound IT strategy and provide a Center of Excellence concept and We partner with SAP in transforming businesses into intelligent enterprises by deploying solutions catering to industry specific needs around change management, automation solutions, analytics, cloud, and intelligent outsourcing... Together with SAP, we deliver efficiency, productivity, scalability, and cost benefits through innovative use of technology.

The first instance; our pharma client approached Microexcel to help them with an issue related to SAP Solution Manager (SolMan).

Now our partnership has grown from strength to strength. Starting from a single, small engagement, our pharma client has progressed to rely on Microexcel for several of its crucial SAP deployments and we become a trusted partner to deliver solutions that are on point has earned them the reputation for being reliable, timely, committed, and competent.

Background

Solution

Deployment

Benefits

Success Stories

# BACKGROUND

Our pharma client was using SAP Solution Manager (SolMan) 7.2 for Early Watch Alert and Maintenance activities. They had decided to implement the core SolMan functionalities to optimize the utilization of SolMan.

For this, they sought an expert SAP partner to evaluate their technical and business landscape, discuss their requirements, determine the most appropriate approach, and provide recommendations on implementation of ChaRM, ITSM, Technical monitoring, and Quality Gate Management.

Our pharma client' expectations around this project related to three broad areas.

- SAP Solman IT Service Management which would entail organization setup for a company code, incident management, problem management, request for change, knowledge management, service requests, service desk, email response management, rich text management besides standard analytics and reporting.
- SAP Solman Change Control Management that would again require organization setup for 1 company code besides change & release flows for 2 types – normal change and urgent change, change request management, central transport management, quality gate management, e-signature on workflows, transport analysis and standard analytics & reporting.
- SAP Solman Technical Monitoring included one SAP S/4HANA instance and one SAP Solman instance, standard SAP Solman monitoring KPIs and alerting and email notifications and integration with ITSM.

Background

Solution

Deployment

Benefits

Success Stories

Microexcel took on the challenge. The team's approach to the engagement focused on ensuring complete alignment with our pharma client in terms of their expectations and objectives. Microexcel's main considerations were One, to enable a Collaborative implementation approach with our pharma client to empower and train our pharma client internal team on the exercise; and Two, to Enable our pharma client team to discover the full potential of Solman.

The outcome of the exercise was a conclusive success. Microexcel carried out the implementation in a controlled and phased manner. The targets were achieved in a timely manner as per the schedule.

## Background

## Solution

- 1) The Solution Manager ITSM Configuration met all the set requirements. These included prerequisites check and standard configuration, maintenance of transaction types, template user creation, automatic and optimal configuration, email notifications, external integration, systems selection and administrative tasks, organizational model creation and UI configuration, testing and documentation and end-user training.
- 2) In the Solution Manager -ChaRM Configuration, the team successfully carried out prerequisites check and mandatory configuration, standard configuration, additional configuration and testing documentation and end-user training.
- 3) In the Solution Manager - Technical monitoring configuration activity the team conducted the prerequisites check, system monitoring setup, customization of templates, dashboard setup for availability and alerts documentation of alerts handling.
- 4) In the Solution Manager - Quality Gate Management Configuration, activities included basic setup and prerequisites check, enable gateway services, and implement master note, setup downgrade protection and retrofit, configure retrofit and create template users, and testing.

## Deployment

Microexcel's help to support their operations with SAP Application Management and Services covering Administration and Monitoring services and As per the client requirement, Microexcel sourced and deployed a highly competent team to deliver Application Managed Services that encompassed transition services and operate services. Additional enhancements incorporated:

- Ensured quality performance processes.
- Refined IT support organization.
- Established a Super user community and enabled them to run Level 1 and 1 support activities independently.
- Enabled servicing of SAP tickets raised through ITSM tool.
- Ensured compliance with ISO-9000, ITAR, DCAS, MMAS, FAA, EVMS, SEC, ADS, FDA, GxP, etc.

## Benefits

## Success Stories

Microexcel delivered on all specifications through an approach that included detailed schedule planning out each stage with adherence to strict timelines.

# DEPLOYMENT

Microexcel become the clients first choice for the consultation and support (SAP Upgrade and Functional Deployment) The success of consecutive assignments created a sense of trust and reliance enriching the collaborative partnership between Microexcel and the client and this project was a **“Two Part Implementation” - The Part1, Consisted of Configuration Remediation. The client required an upgrade and improvement of the existing SAP Application Scope.**

## Background

- Correction of Split Valuation Designation in Mass for some 1000 Materials. Specifically, the ask was to remove split valuation from materials that had activity executed against them. Microexcel developed a detailed conversion plan with sequenced steps and timing to achieve the removal. From an execution standpoint, mass change scripts using LSMW and validation protocols to confirm data before and after changes were developed to help realize the conversion.
- Correction of Unit of Measure for some 50 Materials. Like the split valuation requirement, Microexcel developed a detailed conversion plan as well as mass change scripts and validation protocols to execute the change and verify the completeness of changes postscript execution.
- Comprehensive review and rationalization of recipes & recommended use of correct production versions

## Solution

**In Part2, Microexcel would cover the Functional Expansion Phase implemented capabilities that enabled –**

Creation of a central receiving warehouse to supply satellite warehouses at both plant sites, raw material sampling plans for composite representative of the whole lot/batch for testing and a system flag to communicate raw material testing status (timing, pass/fail).

## Deployment

The deployed solution encompassed the following features:

- Mechanism for QC to sample and deduct raw material amounts from GMP inventory using sampling size derivation based on number of containers being received rather than the standard functionality which derives sample size based on quantity being received and A separate GMP inventory category for Quality to place restricted material.
- Enable raw material inventory tracking to storage unit level.
- Enable system generated materials requirements in support of manufacturing runs (KANBAN).
- Facilitate comprehensive raw material supply process to manufacturing that streamlines in-suite and in-plant on-hand inventory, improves material inventory accuracy, and delivery (KITTING) .
- Comprehensive security design to restrict authorized manufacturing personnel to modify BOM components and perform completion activities on existing process orders.
- Implementation of custom enhancement to allow automatic determination of storage unit in warehouse receiving for internal transfer of material between plants. The developed solution automatically derived the storage unit to be received based on the issued storage units in the shipping location thereby eliminating the need for redundant scanning.

## Benefits

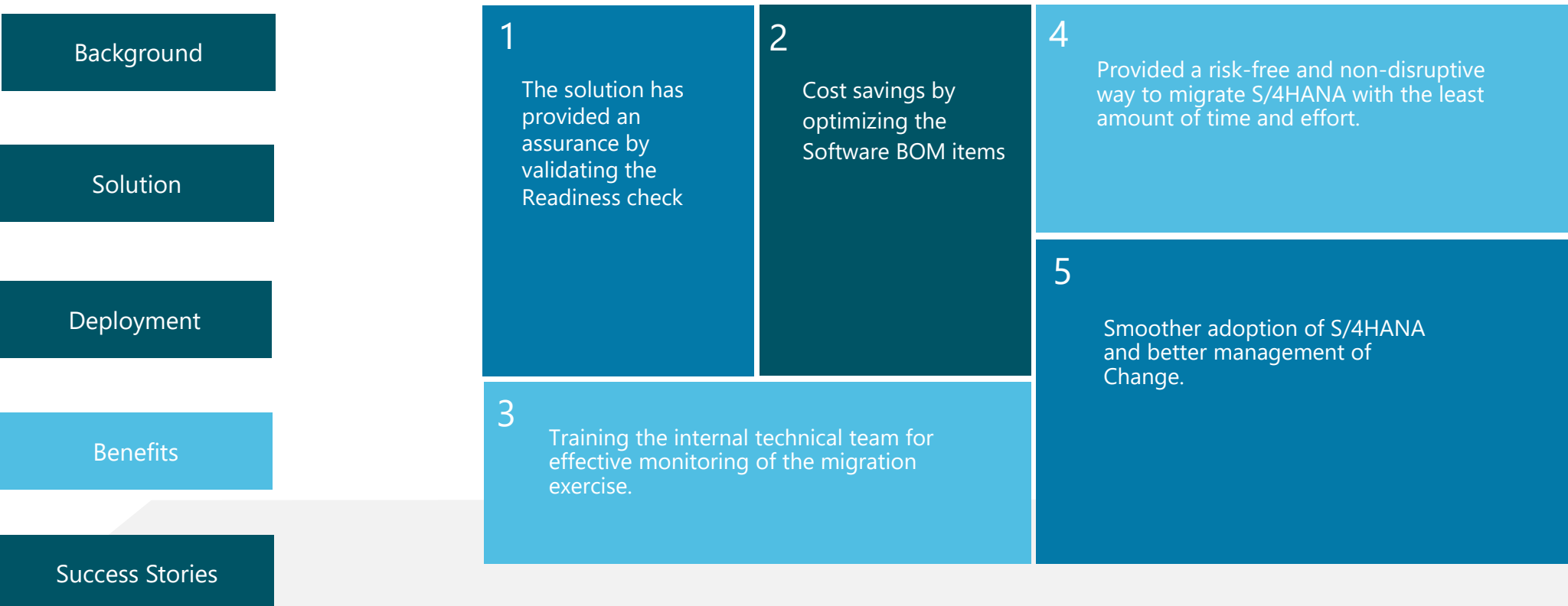
## Success Stories



# BENEFITS

The project was planned and executed exactly as per the SAP framework. Microexcel created a table to show how work would progress, and the covering workstreams that covered in detail the 5 stages from Prepare, Explore, Realize, Deploy to Go-Live and Prost Production support.

The enduring engagements between Microexcel and the client highlights the mutual benefits that accrue from long standing partnerships. Executing multiple projects for the client has accorded to Microexcel a deep understanding of their technologies and processes. The insights gleaned through their experience places Microexcel in a unique position where they can fully align with the client's needs and objectives to provide solutions that are optimal, appropriate and deliver value every time.



# KEY STRATEGIC ALLIANCES

