

SAP S/4 HANA Implementation

and Support for a Leading
US Pharmaceutical Company

Case study

Customer Profile

Ascend Laboratories LLC is a leading pharmaceutical manufacturing and trading company headquartered in New Jersey, USA. They are manufacturers of bulk organic and inorganic medicinal chemicals and also traders of various types of generic medicinal components, which include tablets, capsules, suspension powder, creams, and the like. Since launching its first product in March of 2008, Ascend Laboratories has experienced significant growth while demonstrating a steadfast commitment to its customers.

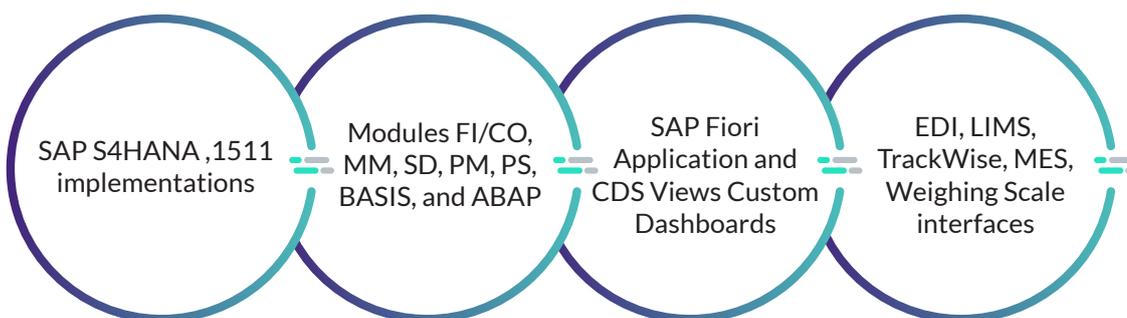
Problem Statement

Ascend Laboratories faced several issues, including:

- Regulatory Compliance and Reporting was identified as a major pain area and a key challenge
- Managing multiple R&D and CAPEX projects was a key challenge with their current disparate systems
- No accurate visibility of stocks and inventory levels at 3PL
- Delays in field service and customer service delivery
- Insufficient insight using Business Intelligence & Analytics

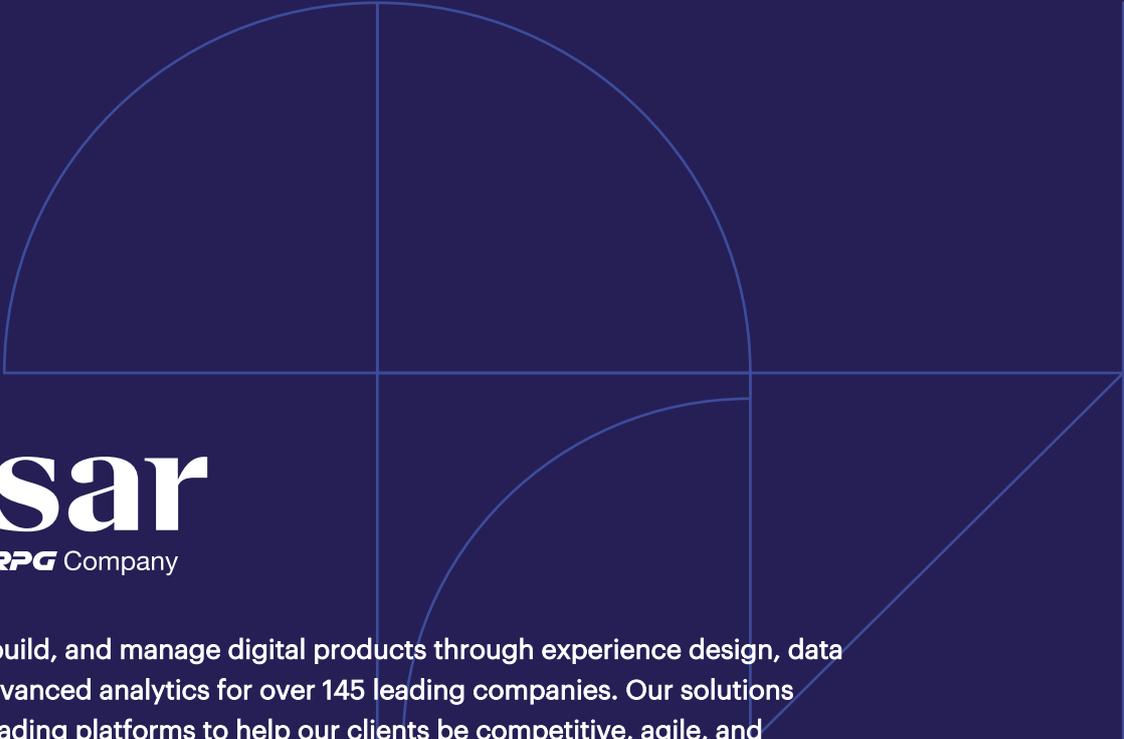
Ascend Laboratories sought to enable the organization with the implementation of SAP S/4 HANA for its key business functions. Due to Zensar's industry knowledge in Life Sciences, the customer engaged Zensar to collaborate with them on the initiative. Zensar worked hand-in-hand with the customer to implement industry best practices and to bring in business process re-engineering wherever needed.

Solution - Technology components used



Solution - Highlights

- Preconfigured solution for the Life Sciences Industry
- SAP Best Practices for Life Science
- Business-Sub Process Design
- Computer System Validation was embedded in the project implementation
- Test / User Scripts and Training Documentation
- RICEF Repository and FIORI Apps
- Implementation accelerators across project phases
- Seamless integration and interfacing with Customers, 3PL Logistics, Chargebacks Vendor and Returns Management



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