

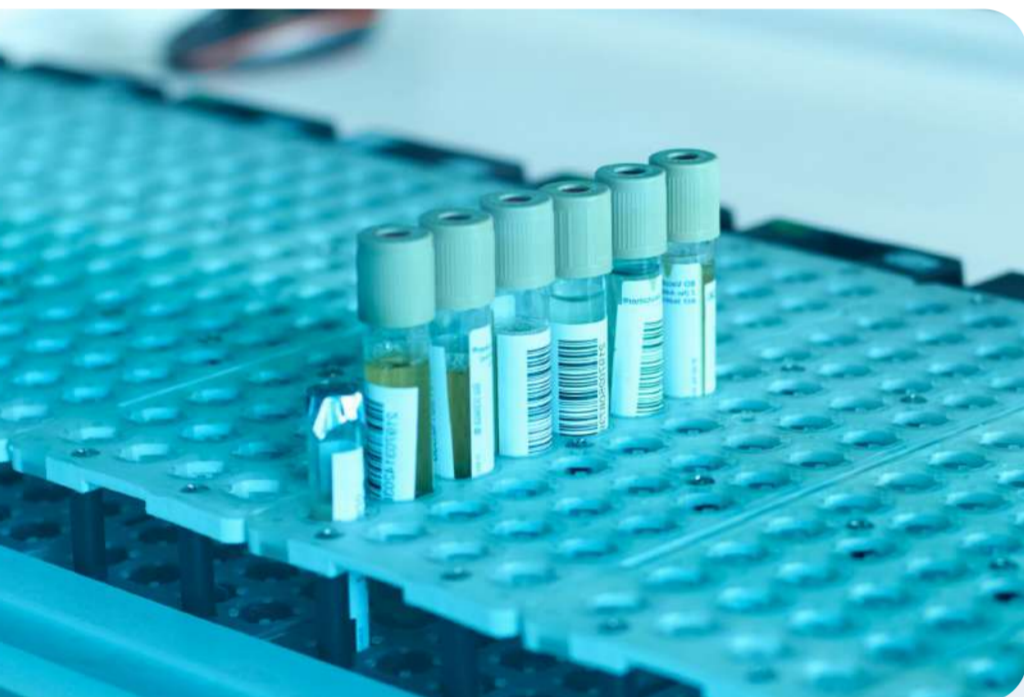
# Global healthcare company specializing in pharmaceutical products improves execution compliance by 96%

## Background

As a **global healthcare company**, the worldwide leader operates in the pharmaceutical sector, providing medication, medical nutrition, and infusion therapies to healthcare providers and patients.

With approximately 40,000 employees, the company operates in more than 190 countries worldwide, serving healthcare providers across the world with essential healthcare products. These locations include production sites, research and development centers, and distribution hubs across multiple continents.

One of the company's main concerns is compliance with all applicable regulations and laws in the pharmaceutical sector, making it an integral part of its culture.



The global healthcare company has an increasing need to optimize the accuracy of its operation while continuing to guarantee regulatory compliance and overall operational excellence.

## Challenge

The company searched for new technological solutions to improve its operations, with the two main concerns being the following: **How to increase the optimize their SOPs execution and reducing training needs.**

- Low accuracy during procedure execution
- Lack of understanding of the tasks being carried out
- Poor monitoring and control over operations
- Time-consuming and complex training procedures
- Excessive bureaucracy and paper use

## Solution

Following the problem assessment, the solution was progressively implemented based on three main pillars:

Digitize SOPs and eliminate the usage of paper

Provide seamless guidance and operational support

Monitor all the information through one platform

### SOPs Digitization

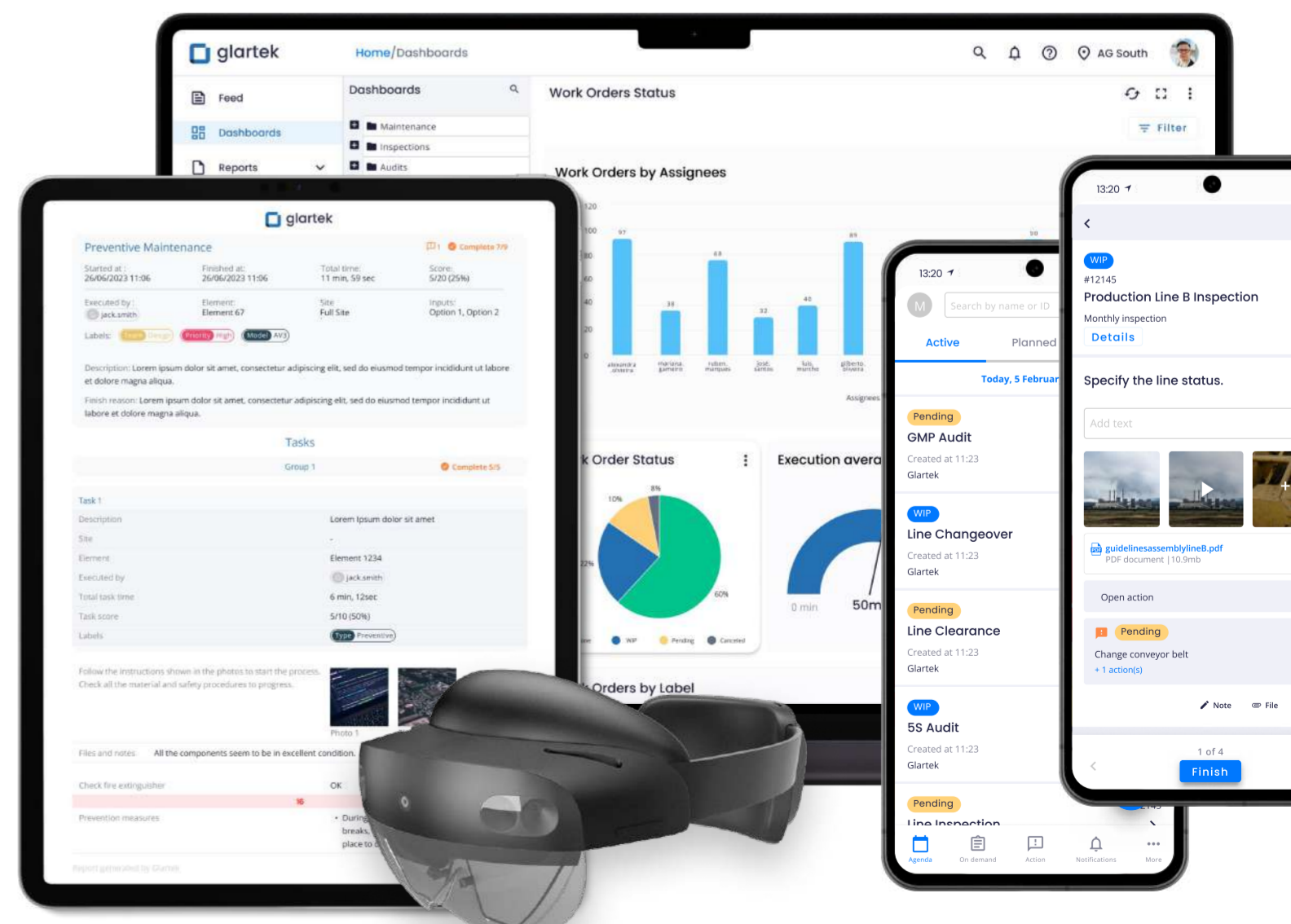
Implementation of digital SOPs with clear digital instructions to enhance operational efficiency. Workers have access to step-by-step instructions and up-to-date guidelines, enhancing accuracy, reducing errors, and fostering adherence to standardized protocols during task execution and on-the-job training processes.

### Real-time Monitoring Capabilities

Implementation of monitoring and management capabilities providing supervisors with real-time visibility and control over operations. Aggregated information, alerts, dashboards, and automated reports, all in one platform, helping with informed decision-making, and allowing for proactive and timely interventions on possible deviations or hazardous scenarios.

### Hands-Free Guidance

Transforming task execution and streamlining training processes with hands-free guidance using Microsoft HoloLens 2. Workers receive real-time and immersive guidance through AR technology, having crucial information and instructions overlaid into the real world, enhancing comprehension and simplifying tasks. In addition, it helps prevent contamination risks and makes it easier to carry out tasks with both hands.



## Results



**22%**

**Execution efficiency improvement**



**50%**

**Training time reduction**



**96%**

**Execution compliance & traceability**

- 90% less execution errors
- 70% reduction in data collection
- 50% reduction in approval times

## Next Steps

Continuous improvement measures are key to ensuring a competitive advantage. Therefore, **future steps** consist on:

- 1 Extend** the Connected worker platform to other operations
- 2 Digitalize** other operational procedures
- 3 Adapt** the solution to other facilities



## Conclusion

This success story has opened new possibilities for the global healthcare company, increasing their execution compliance, augmenting the monitoring capabilities, and enhancing training.

### BEFORE

Error, inefficiency, lack of monitoring capabilities

### AFTER

Error-free execution, faster training and real-time monitoring

“ Ensuring accurate execution and regulatory compliance is crucial in our pharmaceutical operations. With Glartek’s solution, we were able to digitize our SOPs and enhance our workforce comprehension, promoting precision and adherence to standards. ”

## ABOUT US

Glartek, founded in 2017, is a leader in Augmented Reality (AR) solutions for the Manufacturing and Asset Intensive Industries and our mission is to increase the efficiency and safety of operational processes. Our software solutions combine the AR and Internet of Things domains to bring visibility, optimization, and reassurance to field operations. Glartek has offices in Lisbon and Leiria, Portugal, has very large customers such as EDP and Renault, and has raised over €1.5M in venture capital.

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