



Creating a Healthier World with SAP® ERP and SAP Digital Business Services



Wockhardt Ltd.
Mumbai, India
www.wockhardt.com

Industry
Life sciences

Products and Services
Pharmaceutical products, biotechnology products, and a chain of advanced super-specialty hospitals

Employees
8,600

Revenue
US\$1 billion

SAP® Solutions
SAP® Enterprise Support services, SAP Solution Manager, SAP Digital Business Services organization, and the SAP ERP application

Wockhardt is a leading Indian research-based global healthcare enterprise. It relies on scientific innovation to develop medicine that improves the quality of millions of people’s lives. Wockhardt is on a new journey for growth with SAP Enterprise Support services to improve performance of the SAP ERP application.

Before: Challenges and Opportunities

- Reduce situations that slow down production
- Speed up operations and transactions across the business
- Resolve critical issues within the existing IT landscape and limit costs and impact on productivity

Why SAP

- Helped develop and execute a comprehensive service plan that can address challenges with SAP Enterprise Support
- Succeeded with continuous quality checks that improved system performance and processes efficiency
- Gained knowledge about the basic configuration of release 7.1 of SAP Solution Manager with expert-guided implementation of SAP Enterprise Support that can help with future upgrades
- Supported customer proactively on their journey to the SAP HANA® platform to leverage the latest in-memory innovation from SAP
- Enhanced support during the GST go-live weekend and for issues faced during the upgrade to enhancement package 7
- Held a knowledge-sharing session on release 2.0 of SAP Lumira® software and the benefits of SAP S/4HANA®

After: Value-Driven Results

- Better system performance and business-process efficiency with improved transaction time
- Significant improvement in generating month-end reports that are required by top management
- Substantial advances in data loading
- Faster report generation and optimized business-process performance

“It’s our mission to innovate and find ways to make people healthier. SAP Enterprise Support helps us better leverage SAP ERP – so we can rely on technology to achieve that ultimate goal.”

Avadhut Parab, Senior General Manager of Corporate IT, Wockhardt Ltd.

45%

Improvement in the response time of the system

\$15 million

Financial loss avoided in a production-down situation

70%

Improvement in generating management information system reports – from 85 minutes to 25 minutes

70%

Improvement in the business warehouse (BIW) system and processing

80%

Improvement in query performance – from 698 seconds to 140 seconds