

# How Has Expert Enterprise Support Enabled Innovation That Will Help Improve the Lives of Millions Affected by Rare Disease?

Rare diseases create a significant medical and economic burden for patients, communities, and healthcare systems. To satisfy this unmet medical need, Shire Pharmaceutical Group applies an innovation model combining internal knowledge, capabilities, and research with external collaborations, mergers and acquisitions, and licensing. After a period of growth in which Shire quadrupled its number of employees and almost doubled its revenue, it needed to unify and improve its disparate IT systems.

Shire turned to SAP® Enterprise Support services, including high-impact offerings from the SAP Enterprise Support Academy program, for expert help in integrating these multiple systems and migrating to the SAP HANA® database. The guidance of a trusted advisor, mission-critical support for speedy incident resolution, and offerings such as expert-guided training, meet-the-expert sessions, and continuous quality checks all helped achieve a smooth transformation. As a result, Shire simplified and improved operations, achieved faster time to value, and gained the ability to innovate speedily with minimal business disruption. It has now set the stage for the innovation and collaboration that will lead to breakthrough progress for those who suffer from rare diseases and the people who support them.



“We are bigger, stronger, broader, and more impactful than ever before. As we move toward complete IT integration, we are increasing our ability to focus on people struggling with rare diseases, who are at the **center of everything we do.**”

Jagadish Yagnala, SAP Technology Lead and Application Support, Shire Pharmaceuticals Group

After a period of expansion through mergers and acquisitions, Shire looked to SAP® Enterprise Support services for help in integrating its IT systems and migrating from Oracle to the SAP HANA® database. Shire now has the IT foundation it needs to lead the field in championing the cause of those affected by rare disease.



Top

Global biotech company focused on rare diseases



7

Therapeutic areas from oncology to neuroscience



>100

Countries in which Shire's products are sold





# Unifying a Diverse IT Landscape with SAP® Enterprise Support



**Shire Pharmaceuticals Group**  
Dublin, Ireland  
[www.shire.com](http://www.shire.com)

**Industry**  
Life sciences

**Products and Services**  
Biotechnology products focused on rare diseases and highly specialized conditions

**Employees**  
23,900

**Revenue**  
US\$11.4 billion (2016)

**SAP® Services and Solutions**  
SAP® Enterprise Support services, SAP Enterprise Support Academy program, SAP Enterprise Support advisory team, SAP Enterprise Support value maps, SAP ExpertGuided service, continuous quality checks (CQCs), and SAP HANA® database

Biotech company Shire needed to bring together multiple IT systems after a period of rapid expansion. With help from SAP Enterprise Support, including extensive guidance from the SAP Enterprise Support Academy, Shire now has the IT systems and database it needs to support cutting-edge innovation in the field of rare disease management.

## Before: Challenges and Opportunities

- Integrate diverse IT systems running on both SAP and non-SAP software and migrate multiple databases
- Improve operation of these systems and enhance performance of productive operations
- Obtain support for system health checks and successful live launches with minimal risk and downtime
- Improve collaboration with implementation partners
- Deepen the IT team’s knowledge and experience through education

## Why SAP

- SAP Enterprise Support for accelerated software implementations, optimized IT operations, and faster business process innovation
- SAP HANA database for advanced analytics, high-speed transactions, and accurate, up-to-date responses

## After: Value-Driven Results

- Faster time to value, reduced risk and disruption, and a timely launch with expert guidance from the SAP Enterprise Support advisory team, mission-critical support for issue resolution, and high-impact offerings from SAP Enterprise Support Academy
- Simplified IT landscape that supports successful operations and promotes innovation
- Greater efficiency with a unified, technically robust database environment

**“SAP Enterprise Support provided proactive and preventive guidance, as well as mission-critical support that boosted collaboration, empowerment, and innovation value realization across all deployment options.”**

Jagadish Yagnala, SAP Technology Lead and Application Support, Shire Pharmaceuticals Group

# 10%–15%

Performance improvement after migrating from Oracle to SAP HANA and applying CQC recommendations

# 43

Service engagements, including 24 CQCs, 7 workshops as part of the SAP ExpertGuided service, 5 meet-the-expert sessions, and 5 SAP Enterprise Support value maps

# Highly

Likely to recommend SAP Digital Business Services to others (survey response of 10 on a scale of 1 to 10)



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