

SEQUENS OPTIMIZES ITS TIME-TO-MARKET THANKS TO MOBILE APPLICATIONS FOR SUPPLY CHAIN AND MAINTENANCE

Seqens, a global player in pharmaceutical synthesis and specialty ingredients, selected desktop & mobile solutions provider HRC Software as part of its Manufacturing 4.0-focused digital transformation. This collaboration meets Seqens' mobility needs for its Supply Chain and Maintenance processes, in order to improve production, guarantee product quality and comply with safety constraints specific to the pharmaceutical and chemical industries.

SEQENS OVERVIEW

Seqens is a world leader in pharmaceutical solutions and specialty ingredients.

With 24 production sites and 10 R&D centers in Europe, North America and Asia, Seqens develops tailor-made solutions and ingredients for the most demanding industries such as healthcare, electronics, cosmetics, food and home care.

TRANSFORMATION FOCUSED ON MOBILITY AND SECURITY

One of Seqens' major challenges was to increase production while ensuring the quality and safety of its operations, in line with the ATEX standards specific to the chemical industry and the traceability requirements of the pharmaceutical industry.

"One of the challenges was to provide operators with real-time information from our SAP ERP system, indicating, for example, that a piece of equipment is undergoing maintenance, so that they don't have to go nearby. We also wanted to enable them to feed back information from the field, for example by taking a photo of a broken-down piece of equipment, in order to open a maintenance ticket as quickly as possible", says Alexandre Gultzgoff, Information Systems Director at Seqens.



SEQENS



3,200 employees



24 production sites



€ 1,1 billion (2019)



ALEXANDRE GULTZGOFF

Chief Information Officer, **Seqens**

"Thanks to HRC Software's positioning as a software provider, we can benefit from off-the-shelf solutions, an important aspect when you need to move fast."

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To meet these challenges, Seqens teamed up with HRC Software, a software provider of ergonomic, high-performance and secure solutions for SAP customers. The aim was to reduce time-to-market and integrate mobile applications into Supply Chain and Maintenance processes, in order to capture information directly on the shop floor.

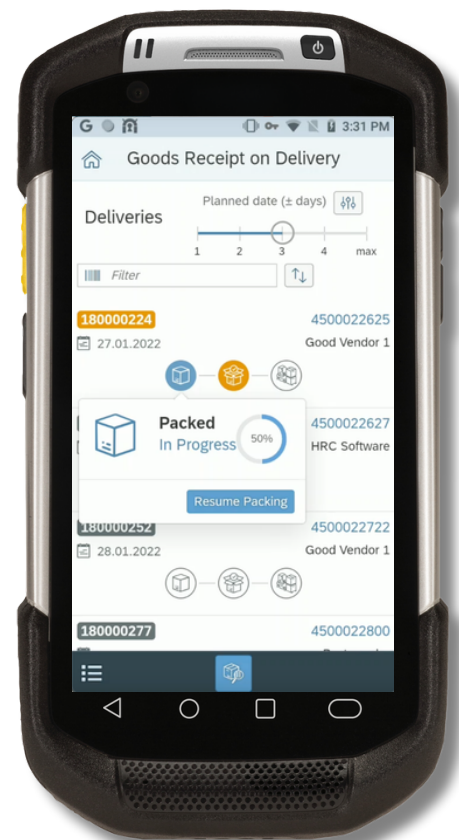
A process map was drawn up after consulting the various teams, enabling the identification of key points requiring increased mobility, particularly in terms of traceability and security. Seqens also contributed its business expertise by collaborating with HRC Software on the co-innovation of certain applications dedicated to maintenance management.

QUICK AND EASY IMPLEMENTATION INTO THE EXISTING SAP SYSTEM

To ensure smooth, optimal implementation of its solution, HRC Software has adopted an architecture that requires no additional servers or interfaces. To achieve this, HRC Software relies exclusively on existing SAP servers - the only prerequisite - thus drastically simplifying installation.

This approach is complemented by the recommendation of mobile terminals adapted to the customer's contexts, needs and constraints, as well as support for terminal registration in the Mobile Device Management tool. and network flow configuration.

The installation is based on SAP's standard transport order mechanism, considerably reducing the complexity of the installation. In just a few simple steps, transport orders can be imported into the customer's SAP environment. This approach, combined with their expertise, means that deployment of the HRC Software solution can be completed in less than 48 hours.



LIVE IN
48 HOURS

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We are actively involved in the efforts to relocate our industry in France and, to remain competitive, we need to modernize.

HRC Software's mobility program was just what we needed. Today, we are able to trace products in real time, while eliminating unnecessary and time-consuming intermediate steps.

Alexandre Gultzgoff, Chief Information Officer, Seqens



OPTIMIZING PARAMETERS THROUGH CO-INNOVATION

On a specific part of the deployment, the Seqens project team and HRC experts worked hand in hand to best meet the customer's needs, while contributing to the enrichment of the solution.*

Right from the initial phases of the project, design workshops were conducted jointly by the Seqens project team and HRC Software. This co-innovation approach ensured that everyone's expectations were taken into account, while respecting industry best practices. Seqens' business expertise was then shared to ensure that the application design met the needs of all CMMS and SAP users, not just Seqens' own.

Deployment of the solution was iterative, addressing each site individually, while taking into account user maturity and buy-in, to ensure successful adoption. This approach involved setting up organizational prerequisites, preparing master data, systems integration, connectivity, product labeling and hardware selection. To facilitate the adoption of the mobile application, a series of key steps were put in place. Firstly, a half-day user training session was offered, followed by support during the first few weeks, and a check-up after a few months, to evaluate and adjust the solution's use if necessary.

Alexandre emphasizes the importance of this approach: **"When you start such a project, it's difficult to grasp all that's involved in industrializing mobility: you have to choose the right terminals, make sure that the network is available where needed, plan for an offline mode, or even think about registering the devices in our mobile fleet manager, for security and deployment aspects. These projects are much more complex than you might think, and they involve all IT teams: Digital Workplace, infrastructures, ERP... This breaks down silos, even within the IT department."**

DECIPHERING THE VARIOUS OPTIMIZATIONS OF THE MOBILITY PROJECT



LABELING

The use of mobile applications has helped label 100% of SKUs, optimizing PDA input by scanning. This has reduced errors and manual entry times time, improving efficiency and productivity.



STORAGE

The project prompted a complete clean-up and tidying of the storage areas, providing better organization and making it easier to find parts. A methodical filing reduced delays and interruptions, resulting in smoother productivity.



PRINTING

The most-used cost centers were printed to speed up goods issue. This proactive approach eliminated delays in finding information, considerably improving the efficiency of goods-out processes.



SATISFACTION

Team involvement was one of the major gains of the project. The mobile applications encouraged staff members to reclaim their workspace and activities, boosting their overall satisfaction and positive perception of their working environment.



TANGIBLE BENEFITS AND SUCCESSFUL CHANGE MANAGEMENT

The use of mobile applications has significantly **improved the accuracy of operations**. The verification and validation functions integrated into the applications ensure that operations are carried out in accordance with established **procedures and quality standards**.

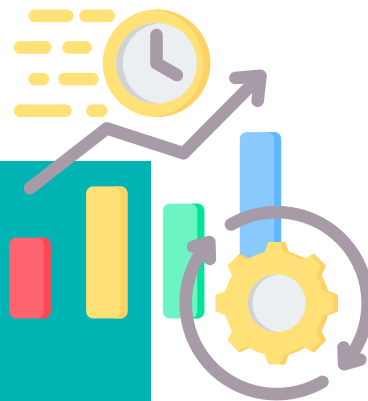
A major breakthrough has been the ability for operators to **easily** create maintenance notifications on the spot, including photos and annotations. This was made possible by the notification of breakdowns or requests for intervention, their precise location and the storage of this information, considerably **reducing the risk of human error**.

Collaboration between the company's various players has also improved thanks to the use of mobile applications. Supervisors and managers can access **data in real time**, supervise activities in the field, and **make life easier for the dispatchers** by avoiding tedious re-entry when they return to the office.

In addition, inventory management has undergone a major transformation thanks to the implementation of dedicated applications, simplifying inventory counting and discrepancy analysis, thus **saving precious time**.

As a result, **Seqens has achieved an average 40% reduction in the time needed to receive goods**, along with more reliable goods receipt and optimized handling of non-conformities at reception, notably through the use of photos and e-mails.

Finally, the use of mobile applications has opened up **new opportunities for innovation and improvement** in every key area. In addition to its practical benefits, the mobility project has also added a playful dimension that has boosted the commitment of operational teams. The prospect of greater efficiency, more reliable inventory and improved working conditions has captured their interest, encouraging the implementation of in-depth projects.



40%

**TIME REDUCTION
FOR GOODS RECEIPT**



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