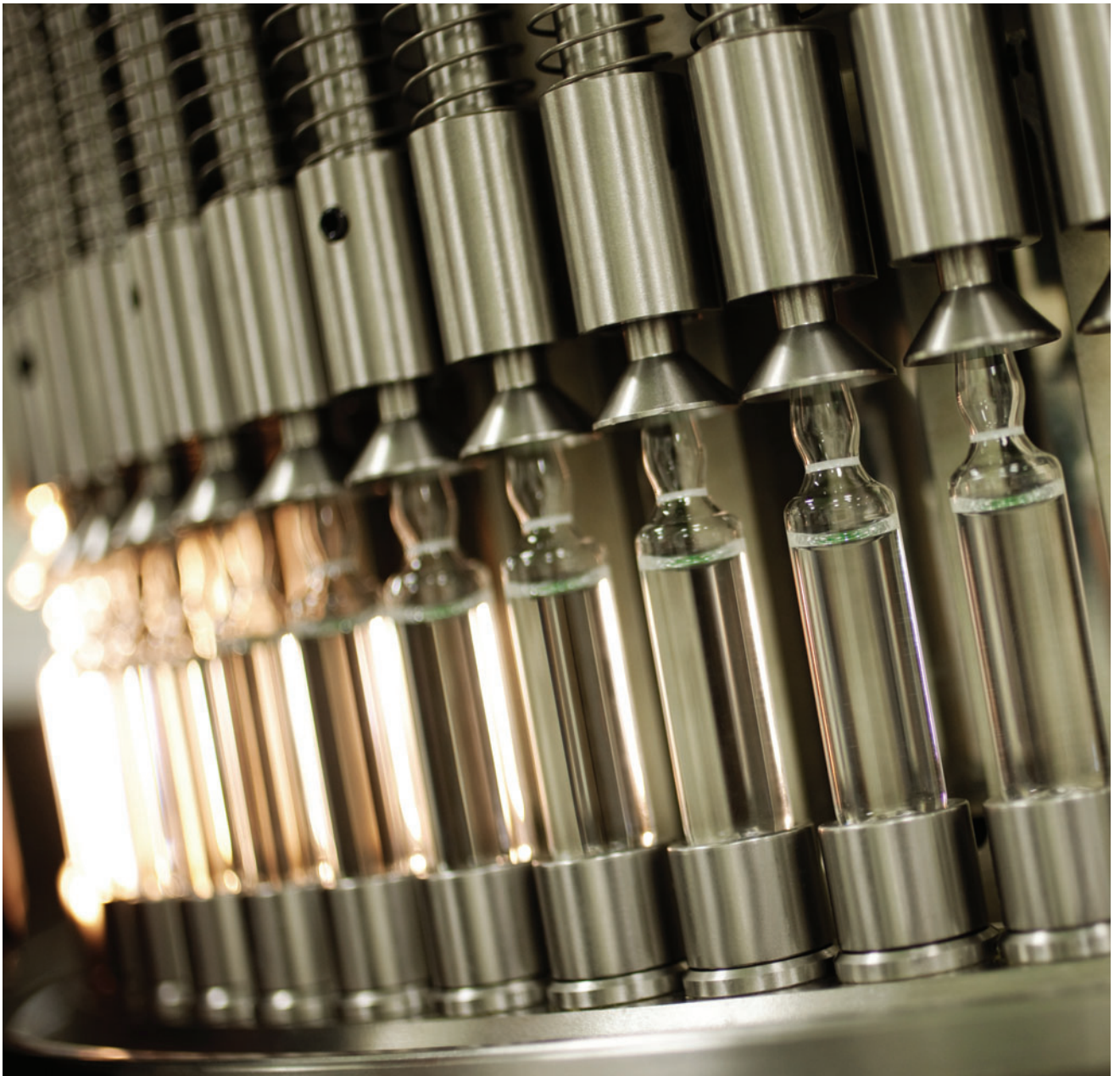


CASE STUDY

MISSION PHARMACAL

Leading Producer of Pharmaceutical and Nutritional Products
Improves Operations With Ross ERP





Founded more than 50 years ago by visionary pharmacist H.N. Walsdorf, Mission Pharmacal is dedicated to ensuring that its pharmaceutical products are manufactured with the highest-quality raw materials available. The company is best known for its innovative products such as the CITRACAL® product line, which includes products for Osteoporosis and Prenatal Care. Mission Pharmacal has also directed much of its resources to the research and development of therapeutics and diagnostic procedures for the treatment and prevention of kidney stone disease, leading to the advancement of several well-known drugs to market.

The Texas-based company, now into its third generation of the founding family, has three locations within the greater San Antonio area. Its newest plant in Boerne, Texas, was designed to be the hub for the company's continued excellence in research and development as well as the production and distribution of better medicines.

CUSTOMER DETAILS

Mission Pharmacal

INDUSTRY

- Life Sciences

SOLUTION

Ross ERP

CHALLENGES

- Difficult to ensure accurate fulfillment and on-time shipments
- Challenges managing materials throughout production
- Required product costing, pricing and margin management for CPG
- New products required improved lot-trace prior to FDA approval
- Required four people to perform bi-directional lot trace

BENEFITS

- Increased plant throughput, contained costs and improved delivery performance
- Decreased time-to-market through improved operational efficiencies
- Improved fulfillment through better collaboration with suppliers and customers
- 100% visibility into manufacturing by integrating disparate systems
- Detailed product costing, just- in-time planning and fulfillment and yield analysis
- Perform complete inventory in 3 to 5 hours
- Saved several hours and resources by performing a bi-directional lot trace in minutes

CHALLENGES

Increasing Competitive Pressure: Competition in the pharmaceutical industry is unprecedented, with pressure on small companies bringing innovative products to market vs. large competitors with more market share. To keep up, it is increasingly important for smaller companies to meet demand through operational efficiency. Since Mission Pharmacal did not have a solution to easily collaborate with its suppliers and customers, they were challenged to ensure accurate fulfillment and on-time shipments.

Inventory Control and Traceability: With limited visibility between manufacturing processes, Mission Pharmacal sought to institute absolute control required to manage materials throughout production. Since costing is critical to a company selling its products into the consumer packaged goods market, Mission Pharmacal also focused their process improvement on product costing, pricing and margin management.

In addition, Mission Pharmacal needed a rapid lot trace for its products in the event of a recall or audit by the Food and Drug Administration (FDA). In bringing several new products to market requiring approval from the FDA, improvement of its lot-trace capabilities were of paramount concern.

SOLUTION

To effectively compete and address its problems with integration and inventory control, Mission Pharmacal replaced their existing enterprise software. Mission Pharmacal evaluated leading enterprise resource planning (ERP) vendors and selected Ross Systems for its expertise in process manufacturing and focus on the life sciences industry.

“As we continue to evolve our products, we needed a solution that had the ability to mirror our business processes,” said Tom Johnson, IT Project Manager for Mission Pharmacal.

“The Ross ERP provided a tailored solution, based on a shared set of business challenges for the life sciences industry.”

RESULTS

Upon implementation, the Ross ERP solution enabled Mission Pharmacal to streamline operations, drive efficiencies and improve productivity. The company gained measurable improvements across the board, including an overall competitive advantage in the market, enhanced visibility and increased inventory control.

“The Ross ERP solution has enabled us to monitor and manage critical manufacturing processes for overall IT efficiencies, which is key to staying ahead of the competition.”

Max Martin

Chief Operating Officer

Competitive Advantage: Competitively, the company has grown, decreasing time-to-market through improved operational efficiencies. Mission Pharmacal can more easily collaborate with suppliers and customers to align fulfillment expectations and reduce costs through comprehensive planning. With streamlined operations, Mission Pharmacal has been able to support new and existing products.

Enhanced Visibility: Integrating disparate information systems throughout the company, Mission Pharmacal was able to gain 100 percent visibility into the manufacturing side of the business. Helping the company make better informed, real-time decisions, Ross ERP increased plant throughput, contained costs and improved delivery performance. Gaining visibility into the manufacturing pipeline with a fully integrated system, Mission Pharmacal achieved tighter controls over the sales-order process, enabling better decision-making.

Increased Inventory Control: With inventory control processes in place, the company has been able to accurately manage the complete product lifecycle – from raw materials to finished goods. As a centralized information repository, Mission Pharmacal now has the ability to execute detailed product costing, just-in-time planning and fulfillment and the analysis of yield. Prior to Ross ERP, a team of people worked an entire weekend a year to do physical inventory. In contrast, the company can run a complete check of inventory in three to five hours.

With regular audits by the FDA, Mission Pharmacal is now able to conduct bi-directional lot traces. Where it previously took several man hours with the assistance of four people, now one person can complete end-to-end traces in minutes.

“The pharmaceutical industry generates intense competition,” said Max Martin, COO for Mission Pharmacal. “New drugs are being introduced into market each day, which makes it important for Mission Pharmacal to meet demands and maintain efficiencies throughout the enterprise. The Ross ERP solution has enabled us to monitor and manage critical manufacturing processes for overall IT efficiencies, which is key to staying ahead of the competition.”

ABOUT ROSS ENTERPRISE

Ross Enterprise is an innovative suite of software solutions that help manufacturers worldwide fulfill their business growth objectives through increased operational efficiencies, improved profitability, strengthened customer relationships and streamlined regulatory compliance. Ross Enterprise offers industry-specific functionality for a variety of industries including food and beverage, chemicals, life sciences, metals, natural products, and business services. The comprehensive suite of solutions include functionality in enterprise resource management (ERP), supply chain management (SCM), customer relationship management, real time performance management, order management and warehouse management (WMS), human resource planning, performance management and business analytics.



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