


Our Experiences

With the Pharmaceutical Market

Customer Profile

One of our key customers, a Fortune 500 company and currently in the top three of its market is a global research-driven pharmaceutical company. It discovers, develops, manufactures and markets vaccines and medicines to address unmet medical needs. The company devotes extensive efforts to manufacturing products in more than 30 facilities for the purpose of improving the quality of life.



Mutual Understanding

We understand what challenges our customer is facing.

- **Slow Speed**
Long order cycles are encountered, what the customer is looking for is quick response times. On the long term, the imminent expiry dates of patents concerning blockbuster drugs is a second reason for the wish to improve the speed.
- **Extensive Paperwork**
The customer is weary and exhausted of the extra paper work due to FDA regulations and emphasizes that it should be automated by automatic data collection and analysis.
- **Low Production Flexibility**
Within a complex production environment, it can be difficult to add a rush order. Lack of real-time insight information at plant level causes confusion between production level systems and planning level systems (ERP), making it a challenge to deal with exceptions in the production schedule.

- **Real Time Data Not Available**

Plant level management needs to be able to access the production data remotely at real time through a simple user interface. If simple processes are not in place to help capture and input this data from a production level it's near impossible for plant managers to change or review production data.

- **Inefficient Processes**

The customer wants to be able to easily review production processes to find any opportunities to help him increase the efficiency. Hopefully reducing the average costs while complying to the quality level.



Our Solutions

We work hand in hand with the customer towards the ideal solution.

Our competence lies in connecting the various legacy systems in an enterprise, between the automation and ERP/MRP layers. When looking from an IT perspective there is always room for improvement in the customer's manufacturing execution systems:

Automation Extension Solution

Huatek has developed tracked records to provide solutions between automation devices and other customer IT systems in order to collect, monitor, filter and analyze data. After implementing Batch Report Systems, we successfully collect real-time batch data from legacy systems creating configurable reports for analysis and backup.

Execution Management Solution

Huatek has strong hands-on experience in providing execution management solutions. We have provided an equipment ordering management system, which helps the supply department manage the lifecycle of equipment. With the requirement ordering system, by means of the bar coding technology, our customers are able to track equipment through its entire lifecycle, including ordering, purchasing, inventory, assembling, dispatching, tracking, collecting, cleaning and discarding.

Process Control Solution

After analyzing specific work processes and labour arrangements in automation streamlines, Huatek has provided FDA-compliant systems based on the workflow engine Speedflow© to assist in the production. Some specific examples are automation change management and electronic log book management. These systems help the customer to reduce human errors, improve the documentation efficiency and give a clear overview of the WIP to management level.



Customer Feedback

Feedback after the completion of an integration project.

“Our business challenge before we hired Huatek was to cost-effectively manage our IT projects on-time and on-budget. Our previous history with local vendors was that they consistently over-ran our budgets and delivered our projects late. Huatek was able to provide strong project management and discipline along with top-notch developers to produce high quality work in a cost-effective manner. We have now developed a reputation with our internal customers for getting the work done on time and under or at budget. Based on this track record, we are consistently getting our new capital projects approved and bringing more efficiency to our manufacturing operations. My director has recognized me for successfully bringing a new vendor (Huatek) to greatly improve our ability to deliver IT projects.

We are very pleased with our business relationship with Huatek. We have regular communication with our project manager and the lead developers on the project. We meet on a quarterly basis with Huatek senior management.

In our IT projects, we feel that Huatek provides many features and fixes at no additional charge. We like the fact that the lead developers and project manager will make recommendations on architecture, which will reduce the cost of coding and maintenance. We are also impressed by the professionalism of the engineers who work with us on-site.”

- Customer Senior Manager -

