iConnect-Dr. Reddy's Knowledge Management System

Creation of knowledge base and its optimum utilization makes drug approval filing faster and easy.

Company: Dr. Reddy"s Laboratories Limited.

Website: http://www.drreddys.com/

Country or Region: India, United States, Russia-CIS, Europe.

Size: 17,000 employees

Industry: Pharmaceutical

Partner: SpadeWorx Software Services

Partner Websites:
http://www.spadeworx.com/

Company Profile
Dr. Reddy's Laboratories Ltd. (NYSE: RDY) is an integrated global pharmaceutical company, committed to providing affordable and innovative medicines for healthier lives. With employee strength of over 17,000 employees, the group has three major business segments namely Pharmaceutical Services & Active Ingredients, Global Generics and Proprietary Products. .

Software and Services
Microsoft SharePoint Server 2010
MS SQL Server 2008R2
.Net framework 3.5
Windows Enterprise 2008
FASOO IRM Solution

Business Needs

Dr. Reddy's Laboratories Ltd. (NYSE: RDY) is an integrated global pharmaceutical company, committed to providing affordable and innovative medicines for healthier lives. With employee strength of over 17,000 employees, the group has three major business segments namely Pharmaceutical Services & Active Ingredients, Global Generics and Proprietary Products. Major markets include India, USA, Russia-CIS and Europe apart from other select geographies within Emerging Markets.

Dr. Reddy's research wing IPDO, executes many projects for creating new drug in API and Formulation. Because of non-availability of centralized, simple, secure and intuitive solution to deposit and share the knowledge created, individual project knowledge base was separately created and maintained. This was leading to recreation of same project data in similar projects with minimum to no reutilization of available data with the earlier projects.

Lack of Visibility:
While creating the data scientists were using asynchronous templates and portability of data became a challenge. The same was the case with folder structure for the projects.

In the stage gate meetings for project status, reviewers could never have 360°view of complete data because of lack of uniformity. Data authentication became a challenge due to lack of streamlining of formal Review-Approve mechanism.

Manual Process:
The business processes used between production department and projects were more of less manual. This was leading to challenges in:

- Accountability for the process
- Transparency on status of test batches in production.
- Test batch production data timely availability.
- Central and secured repository to store confidential project data resulting into non harnessing of collaboration benefits.
- Test batch production data authentication issues, sometime erroneous, preventing it to be used while ANDA filing process.

Delays and Revenue Losses:
Manual process and lack of transparency was causing delay in filling application for new drugs, because of unsubstantiated data and to adhere FDA clarifications, sometimes applications were getting rejected. This was causing major revenue loss.

There was challenge to save this confidential data in secured way so as no theft of IP is possible while system still facilitating use of the project data.

Solution:

Dr.Reddy's Lab had very stringent criteria while selecting the vendor for KMS development. SpadeWorx was selected because of:

1. SpadeWorx's record in successfully delivering SharePoint based application development and Knowledge Management Solutions in Industry
2. Very strong experience in building SharePoint apps for cloud or on premise based applications
3. Expertise in creating highly intuitive UI and scalable applications on SharePoint platform
4. Matured processes for application development and delivery

SpadeWorx team using UCSE patented technology delivered solution

- To capture knowledge created in projects under different functions
- Store the knowledge after due verification and validation using workflows
- Share and collaborate in secured way with relevant stakeholders.

Using MS SharePoint 2010 as technology component which has inbuilt functionality to collect, store and retrieve the knowledge from Knowledge Repository. SharePoint groups were formed to identify content as knowledge and categorize appropriately.

The business challenges were achieved by:

- **Site Collection, Sites and Sub Sites:**
  Creating project site using custom project site template and adding authenticated users from Active Directory with appropriate access rights. Support functions like R&D or QA has own site to store the data of its own and is not part of project

- **Document Library with versioning:**

  Populating appropriate document templates as per project type in project repository under predefined folders using master template library. This helped in collecting data in uniform way across all projects.

- **Workflows:**
  On the content created in projects, Workflow engine was implemented to verify and validate the content before identifying it as knowledge. The knowledge created was saved in predefined folder structure created above for the project.

- **Online Document Viewing and Review:**
  Using third party online viewer all document types used in the project were viewable on line for review, approve and annotation.

- **Business Process Automation:**
  BPA workflows were implemented using third party BPA engine. This ensured ownership is identified and made responsible for data. The production status of test batch was shared with major stake holders including alerts in case milestone is not complete as per plan.

- **IRM Solution:**

  Fasoo IRM solution with controlled access rights as per role in the project was implemented.

- **SharePoint Search:**

  Most importantly SharePoint Advanced search, customized for Dr.Reddy's Lab is implemented to access data from intranet and internet sites are shown indifferent tabs for ease of viewing. This was helpful in sharing the data between the projects.

- **SharePoint Collaboration:**

  Collaboration features such as discussion forum, Ask the expert, Corporate Activity calendar, summary links were implemented to support KMS activities.

Benefits

Centralized and secure knowledge repository :

With Knowledge management system developed and implemented it is helping scientists in storing, accessing and sharing important project data generated and test results. This has reduced the re work on several test cases which go in iteration and jumpstart the action items and reports thereof.

Optimal reutilization:

Over 4000 scientists access meaningful data and make informed decision on daily basis. With structuring of huge amount of data and knowledgebase created within projects and not in different silos, have reduced the time and increased efficiency by over 25%.

Reduced GO to Market Time :

While filling drug application to FDA, application proved as boon for the company. with all available documents ,test cases, progress reports ,projects charts and more important collaboration availability really helped company file for drug approval and catered to better compliances to the policies.

Customer Delight

Mukesh Rathi

Sr. Director, Information Technology, Business Process Excellence and Continuous Improvement at Dr. Reddy's Laboratories

"We decided to use KMS system in organization to create knowledge bank for data created in projects in API and Formulation. Microsoft SharePoint was suggested by SpadeWorx as a platform for solution development. We liked their technical capability, matured processes for delivery and deep commitment on delivering error free solution. SpadeWorx also suggested applying agile methodology to deliver functionalities in smaller tranches and feedback the learning's back into the project. Using KMS, we are achieving milestone (Stage Gates) in the project in time and avoid project over run."

Business-Critical SharePoint (BCSP) is a Microsoft partner program thatincludes top solution and service providers who focus on LOB integration with SharePoint.