



HIPRA reduces time for issue resolution from months to days

A suite of IBM WebSphere software improves process efficiency and increases collaboration

Overview

Ambitious sales goals

To stay competitive, Laboratorios HIPRA, S.A. (HIPRA) needed to double its sales by 2020.

Streamlined processes

The company uses a suite of IBM® WebSphere® software to automate business rules and improve collaboration between IT and business.

Increased efficiency

HIPRA reduced the time needed to resolve manufacturing issues from months to just days.

Solution Components

- IBM® Blueworks Live™
- IBM Business Process Manager
- IBM Operational Decision Management
- IBM Worklight®
- IBM PremierBusiness Partner SAFIRA

Laboratorios HIPRA, S.A. (HIPRA) is a global veterinary pharmaceutical company that focuses on the research, production and marketing of health products for farm animals. Headquartered in Girona, Spain, it employs approximately 800 people and has subsidiaries and factories around the world. HIPRA provides a broad range of innovative biological products, including live and inactivated vaccines, an advanced diagnostic service, and a line of diagnostic kits.

Challenge

Developing new treatments and medications for farm animals is a complicated process that can take approximately nine years, and involve multiple government regulations and compliance issues. To stay competitive in a crowded marketplace, HIPRA needs to double its sales by 2020.

The company sought a solution that would help it streamline processes, such as its nonconformities process. The company makes many vaccines, which are complex products that can sometimes become contaminated due to issues beyond the company's control. In such cases, HIPRA must quickly analyze the problem, confirm the contamination and determine whether it can fix the contaminated batch through additional processing or whether it must destroy the batch. The company needed to improve the efficiency of its processes with a business process management (BPM) solution. It also needed to keep staff connected and productive with mobile solutions.

Solution

HIPRA spent two years researching solutions before selecting a suite of software from IBM WebSphere. The company uses:

- IBM Blueworks Live™ software to identify existing processes quickly and easily
- IBM Business Process Manager software to integrate with its existing SAP solutions and improve processes such as the nonconformities process



- IBM Operational Decision Management software to gain visibility into existing business rules and to empower staff to quickly change them without help from IT
- IBM Worklight® software to create mobile apps that run on multiple devices; the company used the platform to create mobile apps for staff and plans to continue to use it to develop mobile apps for customers

“We acquired Worklight because it makes it easier for us to develop mobile applications to run on different devices,” says Joan Amigo, process manager for HIPRA. With the right set of tools, HIPRA turned to SAFIRA, a global IT services provider and IBM Premier Business Partner that specializes in these IBM technologies, to rapidly deliver value on this investment. Using the platform, the company first created a mobile app for its maintenance department. When an incident requires maintenance support, staff must leave their desks to go to the site of the incident. In the past, workers had to return to their desktop computers to get information. Now, they can use a mobile device to access up-to-date information about the incident from the site.

Benefits

- Reduces the time needed to resolve a nonconformity issue from months to just three or four days
- Gives workers access to up-to-date information from almost any location through mobile apps
- Fosters collaboration between IT and business, helping IT more quickly deliver what the business needs

For more information

To learn more about IBM WebSphere software, please contact your IBM marketing representative or IBM Business Partner, or visit the following website:

ibm.com/websphere

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— Joan Amigo, process manager, HIPRA



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