

MAXIMIZE LABORATORY PRODUCTIVITY: COMPLIANCE USING AN INTEGRATED SERVICE SOLUTION

The Measure of Confidence

Pharmaceutical

Pharmaceutical companies and their suppliers strive for continuous improvement in laboratory management. But the daily demand of meeting production schedules and keeping instruments maintained and calibrated while assuring regulatory compliance leaves little time for improving processes. A strong, company-wide plan for continuous improvement drove this top-15 pharmaceutical company to adopt an optimized equipment support model for its quality control operation.

Agilent implemented a Multi-Vendor Support solution that requires only a single contract to cover instrument maintenance, repair, and compliance. An expert on-site engineer ensures fast response to service events. Automation using Agilent Enterprise Edition Compliance harmonizes qualification protocols across manufacturers, simplifies compliance management and increases confidence in audit readiness. Quarterly reviews with all stakeholders promote continuous improvement in service. And as a bonus, the company noticed a 20% decrease in costs.

This case study focuses on one of the largest generic pharmaceutical companies in the world.

- ◆ Top-15 pharma
- ◆ Agilent provides service for ~100 chromatography systems across 4 labs

"Our experience with MVS is positive both from a cost saving and service point of views. The Annual Maintenance Service Contract (including Preventive Maintenance and Operational Qualification) is scheduled in advance with minimum downtime of the instrument, the quality of work is exceptional and we have been commended on our reports in several regulatory inspections."

Director QA/QC/RA



The Challenge

The labs contain instruments from multiple manufacturers that were serviced and maintained by separate service representatives – requiring several service contracts that created an administrative burden and operational complexity.

In addition, Operational Qualification (OQ) for each instrument was performed using the relevant manufacturer's protocols, with the filing and tracking of many regulatory compliance documents. The paper-based, manual system added to the delay, created administrative overhead, and resulted in inconsistency.

The Multi Vendor Support Solution

After examining alternatives, the company chose to replace its traditional model with an integrated service delivery program that more fully addresses the organization's current and future needs. The Multi Vendor Support solution from Agilent Technologies includes:

- An on-site service expert to provide same-day response for repairs and flexibility in coordinating and delivering scheduled service for the lab's planned and ad hoc activities
- An on-site inventory of high-use parts to increase the likelihood of same-day repairs
- A system productivity plan that includes utilization advice and life-cycle management guidance
- Automated OQ using Agilent's multi-vendor compliance solutions, Enterprise Edition, to increase efficiency and ensure confidence in the accuracy of audit reports
- Quarterly on-site meetings were conducted with all key stakeholders and Agilent to review on-site metrics (such as response time, first visit repair, and if scheduled services were delivered on-time). That way they could ensure continuous improvement and innovation in service

The Results

Implementing the Agilent Multi Vendor support strategy produced key benefits for the company.

- Reduced instrument downtime by **50%**
- Reduced costs by more than **20%**
- **Streamlined compliance** with regulatory guidelines
- Shortened time-to-market to near **"just-in-time"** levels
- Enabled ongoing improvement through application of integrated **life cycle management principles**



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