



## Microsoft Dynamics Customer Solution Case Study



**Customer:** Chiesi Pharmaceutical Group

**Web Site:** [www.sylis.com](http://www.sylis.com)

**Customer Size:** 2,700

**Country or Region:** France

**Industry:** Pharmaceutical

### Customer Profile

Chiesi France, the French subsidiary of the Chiesi Pharmaceutical Group, creates, produces and markets a large range of drugs for international markets.

### Software and Services

- Products
  - Microsoft Dynamics AX

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[www.microsoft.com/resources/casestudies](http://www.microsoft.com/resources/casestudies)

## Pharmaceutical Company Supports Competitiveness and Growth with Business

“The Axapta Pharma tool, based on Microsoft Dynamics AX, reinforces our organization’s competitiveness and overall reaction to situations. It also meets the very stringent requirements on tracking in our sector and helps us plan our long-term business objectives, which, in turn, improves productivity.”

Francesco Zangiacomì, Head of Finance and IT, Chiesi Franc

### Business Needs

Founded in 1935, the Chiesi Pharmaceutical Group produces and markets a wide range of drugs. The company has an ambitious growth plan to boost its product portfolio and cover the whole of Europe by 2009. To achieve this, Chiesi is acquiring subsidiaries and investing in research and development efforts. This expansion strategy is being pursued in a sector that is both competitive, and where the safety and quality of products must meet stringent standards set by international bodies, such as the Food and Drug Administration (FDA). To ensure a smooth growth plan, the company wanted to deploy a software solution that would:

- Improve its competitiveness by streamlining operations.
- Help meet quality and safety standards.
- Increase the visibility of information to improve production and distribution

processes.

### Solution

In 2005, French subsidiary Chiesi France engaged Sylis Business Solution, a Microsoft Gold Certified Partner, to implement Microsoft Dynamics AX as an integrated management software solution. Sylis also implemented its custom-built solution Axapta Pharma, which is developed specifically for the pharmaceutical industry and based on Microsoft Dynamics AX. The trial in France is considered a significant benchmark because it has inspired three other European subsidiaries to roll out the solution. The solution consists of:

- Microsoft Dynamics AX, for its management of finance, production control, customer relationships, order purchasing, and logistics.
- Microsoft Office, to make it easier for



the different departments in a company to share information and work together.

- Axapta Pharma solution, for accurate product tracking.

## Benefits

- The solution allows Chiesi to track products from creation to purchase, by managing batch numbers, expiry dates, and logistics information.
- The resulting solution complies with regulatory constraints by international standards body FDA and the French Agency for the safety of drugs and health products, AFSSAPS.
- The benefits gained by Chiesi France will be replicated by other European subsidiaries, as the solution is rolled out over time.
- Automating business processes will support and streamline the company's plans for growth.
- Data collated throughout the entire manufacturing cycle provides a record in the event of an incident involving a drug arising.
- Axapta Pharma takes account of both manufacturing constraints specific to each drug and client needs, so Chiesi is able to optimize productivity while reducing stocks.
- Chiesi responds faster and wins more bids from hospitals, due to real-time simulations on production costs.
- Centralizing and sharing information improves communication and reduces costs, which in turn boosts competitiveness.