
Strategic partnership to achieve global excellence with Centrient Pharmaceuticals

Managing a complex SAP landscape, Atos created a unified state-of-the-art IT environment for Centrient Pharmaceuticals. The results include higher business performance, increased user satisfaction and lower operating costs.



Atos

« Atos is more than just another IT vendor. I consider our relationship as a partnership...It's been very beneficial for our people and for the company. »

Robert Jan van der Horst,
Chief Information Officer, Centrient Pharmaceuticals

The context

Antibiotics save millions of lives and anchor modern healthcare.

To address the serious global threat of increasing antimicrobial resistance, Centrient Pharmaceuticals' sustainable antibiotics program operates to the very highest standards of quality, reliability and sustainability. Globally, its strategy is to maintain strength in antibiotics while broadening its active pharmaceutical portfolio and integrating into drug products and dossiers in selected markets. In addition, the introduction of serialization legislation (for full tracking of prescription drugs along the supply chain) has created extra regulatory pressures. At the same time, the company faces stiff international competition from less sustainable, lower-cost manufacturers. In this context, Centrient Pharmaceutical must be a high-performing, cohesive and agile organization, with a truly world-class global IT infrastructure.

The challenge

Centrient Pharmaceuticals decided to completely restructure IT globally, taking a greenfield approach and selecting Atos as its strategic technology partner, thanks to Atos' commitment to long-term partnership and deep technological and pharmaceutical industry expertise.

To establish just one single technology environment worldwide, Atos' challenge was to create a robust IT infrastructure whilst ensuring that employees had enough flexibility locally. This required Atos to:

- **Extend SAP** as an enterprise-wide standard, integrating all core business processes on a single SAP instance
- **Manage security and daily operations** with SAP services, optimising automation and flexibility
- **Design and implement the single global model** to deliver a standard workplace, hosting and communications functions and generic productivity tools
- **Create an application landscape** with global digital workplace tools.

The solution

Atos designed and implemented:

- An end-to-end single global IT infrastructure across all business units, production and sales facilities
- An Orchestrated Hybrid Cloud for SAP service, meeting very strict regulation and compliance requirements
- Managed full-stack, secure SAP cloud services, meeting very strict regulation and compliance requirements
- Improved and integrated core business processes, including a Collaboration Hub for Centrient Pharmaceuticals and its partners
- A hybrid cloud-based Atos Adaptive Workplace, leveraging Atos' relationship with Microsoft (Microsoft SharePoint and Office 365), with migration of processes towards a paperless system across functions such as legal, training and quality management
- Consistent global support to assure the excellence and efficiency of all businesses and operations.

Critical to success was the strong, simple IT governance structure devised by Atos; this effectively combined global consistency with responsiveness to local needs.



The result

The new IT infrastructure, SAP environment and application landscape have become the operational and communications foundation of Centrient Pharmaceuticals. Benefits include:

- A less complex SAP landscape
- Flexibility and scalability to rapidly respond to changing business needs
- Enhanced business steering and reporting
- Fast and easy communication and collaboration between colleagues all over world

- Higher end user satisfaction
- Optimized efficiency with standardised and harmonised business processes
- Strong global tooling enables the appropriate level of compliance for the pharmaceutical industry
- Truly optimized IT costs, significantly reducing the company's total cost of operating.

About Centrient Pharmaceuticals

Founded 150 years ago as Gist & Spiritusfabriek, Centrient Pharmaceuticals (called DSM Sinochem Pharmaceuticals until 2018) is the leading manufacturer of beta-lactam antibiotics and a provider of next-generation statins and anti-fungals. The company is the inventor of industrial enzymatically produced green beta-lactam antibiotics and next-generation statins. Around 2,700 employees worldwide work together to deliver cutting-edge generic solutions that help to keep customers ahead of the competition. Headquartered in Rotterdam, the group has operations in China, India, Egypt, the Netherlands, Spain, the US, Russia, Indonesia and Mexico and remains the only FDA-approved penicillin producer in the Western World. Centrient Pharmaceuticals is wholly owned by Bain Capital Private Equity, a leading global private investment firm.

For more information: atos.net/en/contact-us

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