

Ego Pharmaceutical's journey to make CHaRM implementation a success Blue Pencil and Influx Systems

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August, 2018

PUBLIC



Agenda

Customer Introduction

- Ego Pharmaceuticals

CHaRM at Ego Pharmaceuticals

CHaRM implementation and Challenges

Benefits of CHaRM at Ego Pharmaceutical's Journey

Ego Pharmaceuticals - Customer's Story

Australian Family Owned business established in **1953** which manufactures dermatological skin care products, example;

- QV skincare
- SunSense
- Aquim hand sanitiser
- Elucent ...



Australian export winner December 2017 with over 120 products and sold in over 20 nations worldwide. Company is continuously growing with \$187 Million in Sales and 600+ employees across the world.

CHaRM at Ego Pharmaceuticals

Reason to embark on CHaRM project

Solution Manager and CHaRM needed to be upgraded before the SAP ERP upgrade can happen. The business wanted to utilise CHaRM to upkeep SAP change and be audit compliance for SAP changes during and after their SAP upgrade.

Solution Manager and CHaRM was at version 7.0, CHaRM was partially used;

- SAP Transports was manually imported via STMS
- Transports dependencies not tracked
- SAP Basis was asked to perform manually transports when a change is needed on an ad-hoc basis
- Transports sometime were developed in the wrong SAP system in Test and not in Dev
- Transport were left open in Solution Manager and its source systems, some were as old as when the system was created 2010.
- “One time” it was thought to not upgrade CHaRM and stay with the old process with manual STMS. The project has a strong reason to upgrade CHaRM as it was a vital part to the business to be compliance and auditable for the Therapeutic Goods Administration (TGA), CHaRM ensures this.

CHaRM implementation and Challenges

- Solution Manger and CHaRM had to be upgrade to 7.2
 - The version Solman was on was extremely out dated
 - It wasn't possible to upgrade directly to 7.2
 - Require new OS build with a replicated Solution Manager system. At one point we had two servers with the same SAP SID
- Business knowledge and know-how of CHaRM was limited
 - Training and information session was conducted to enhance understanding of changes
 - Guided procedures
 - Developed how-to's to help business understands change processes
- Implementation had added complexity due to the SAP upgrade, having a dual landscape

“For the Qualification and Validation team, SolMan has helped **track** the change progress to ensure **compliance requirements have been met** (including **deliverables such as test scripts, specifications, etc**). The system also allows us to **flag GMP impacting changes** and also which **developments are impacted by each change**. This gives us a **valuable tool** to demonstrate that the validate state of SAP is maintained.”

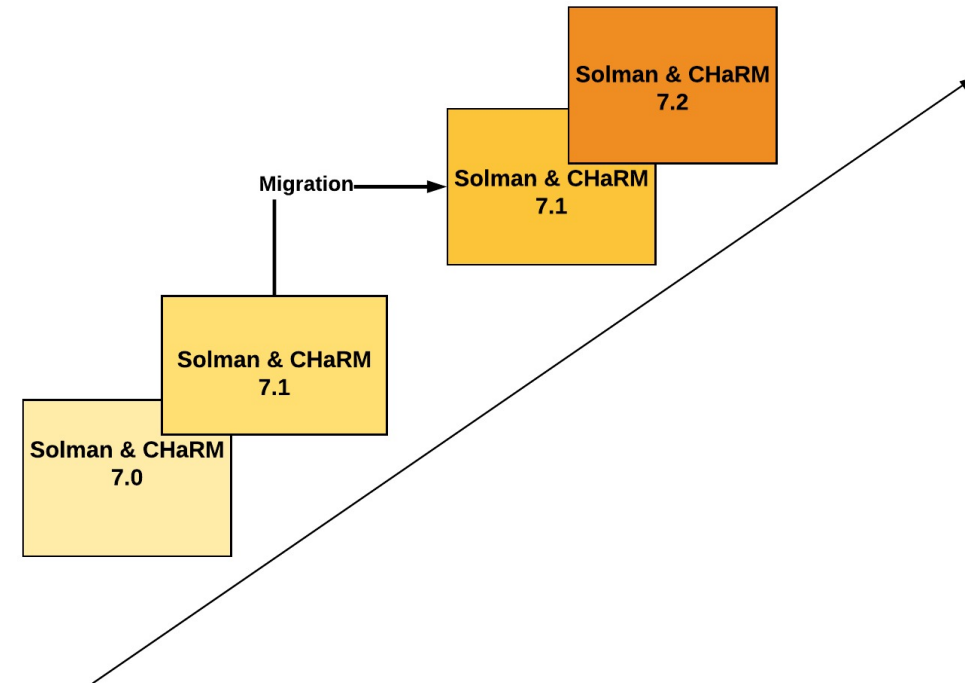
Alex Voros – Ego Pharmaceutical Quality Manager

CHaRM Implementations

Planning and organization to ensure implementation is a success

The upgrade includes:

- Upgrade CHaRM from 7.0 to 7.1
- Migrated Solman to new Platform
 - Upgrade Solman to 7.2
 - Orchestrate and migrate SAP changes (Transport) from the 7.0 version to version 7.2. Decouple and update transports to upgradable version 7.1
 - Adjustments of transports to version 7.2
 - Content activations, roles and RFC's



A lot of configuration within Solution Manager and its Managed Systems ensure it worked

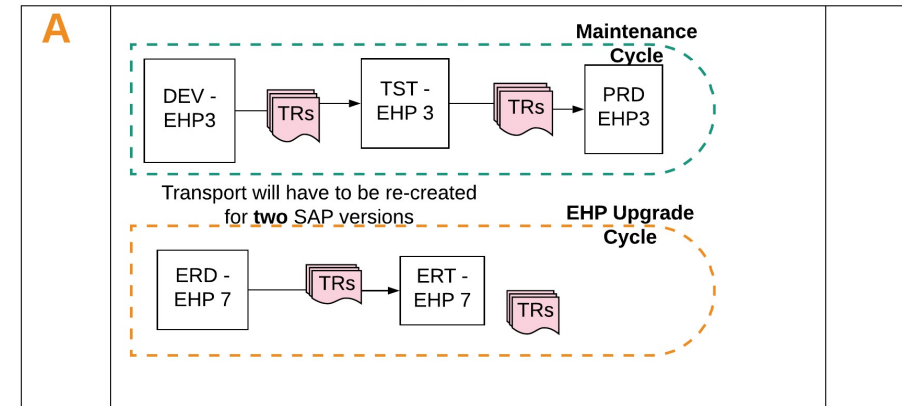
- New features and changes; CHaRM via Web UI interface

Using CHaRM with SAP Upgrade

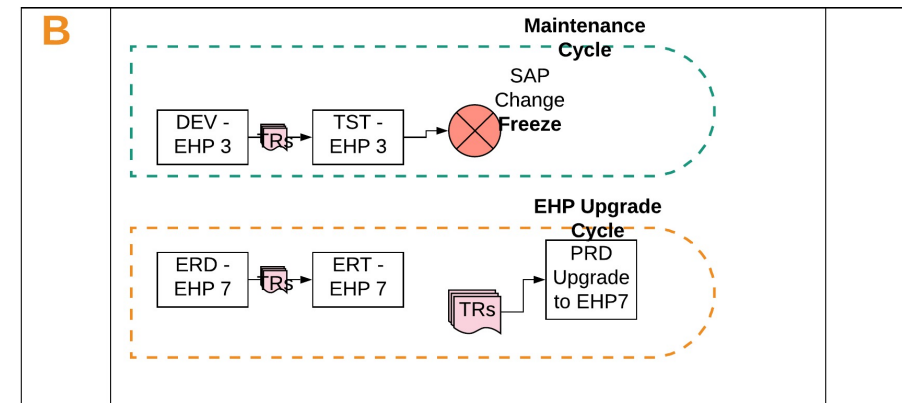
CHaRM cycle for parallel changes

- Parallel changes applied to both SAP ERP systems to ensure both version has the same SAP changes
- Switch over during Go-Live CHaRM makes it simple to managed without the manual keeping track of changes

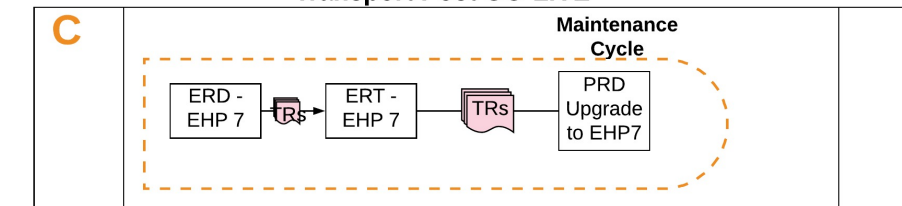
CHARM management of Transport during Upgrade progress



CHARM management of Transport Go-LIVE



CHARM management of Transport Post GO-LIVE



Benefits of CHaRM at Ego Pharmaceuticals

- SAP Changes to test system are automated
- SAP change cycles from none to yearly, this keep Ego's SAP changes are organise and clean
- Allow for emergency change processing
- Ego change systems are at SAP best practice compliance with audit requirements and ITIL
- Ego SAP changes are organised, controlled and ensuring Ego's SAP system to be use as single source of truth
- Reduces SAP Basis management of change from 3-4hrs per week to less than 20Mins per week

The screenshot displays the SAP Solution Manager IT Service Management interface for creating a new change request. The browser address bar shows the URL: `http://sapsolprd01.int.egopharm.com:50000/sap(bD11biZjPTUwMCZkPW1pbGw=)/bc/bsp/sap/crm_ui_start/default.htm`. The page title is "EGO Req. for Change: New".

The interface includes a navigation menu on the left with options like "Home", "Change Request Mgmt", and "Service Operations". A "Status Overview" section shows a process flow with steps: 1. Created, 2. To Be Approved, 3. Rejected, 4. Extend Scope, 5. Approved, 6. Being Implemented, and 7. Implemented.

The main form is titled "EGO Req. for Change: New" and contains several sections:

- General Data:** ID, Description, Sold-To Party, Requester (Thy Nguyen), Change Manager.
- Processing Data:** Status (Created), Impact, Urgency, Recommended Priority, Priority.
- Dates:** Created On (12:00 AM), Changed On (12:00 AM), Requested Start (30.07.2018), Requested End (02.08.2018), Due By.
- Implementation Data:** Change Cycle / Phase, Type / ID, Landscape / Branch.
- Change Planning:** Approval Procedure (Change Request Approv), GMP Relevant, Risk.
- Category:** Change Type.
- Relationships:** Old Change Request, Support Ticket, Change Control (CC) No., Development IDs.

Questions?



Thank you.

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