



# Rxhomeo®: Automating Production and Quality Control Operations with BatchMaster Enterprise

## Organization

Rxhomeo® Private Limited

## Location

Hyderabad, India

## Industry

Pharmaceutical Manufacturing

## Products and Services

Manufacturing and Distribution of Homeopathy OTC Products

## Year of Establishment

1993

## Solution

BatchMaster Enterprise Solution

## Introducing Automation into Operations

A leading homeopathy brand with presence in several countries, Rxhomeo® manufactures and distributes over 5000 OTC products which are listed with US FDA and manufactured according to Homeopathic Pharmacopoeia of the United States (HPUS) while adhering to the current Good Manufacturing Practices (cGMP). The company, which aims to bring homeopathy to the forefront of healthcare, connects with the customers by understanding their needs and providing information and products to realize their healthcare needs.

On the operational front, Rxhomeo® had a fair number of issues to sort out. The company was following several paper-based procedures, and it was a tough ask to manage certain critical tasks manually. This included establishing the annual product quality review procedure, as the company had been making several drugs and several batches a year. Complying with the most stringent international manufacturing requirements, adherence to US FDA cGMP requirements, and ALCOA principles of data integrity, among others were some of the other issues. This made Rxhomeo® look for a solution that could introduce automation to the production, quality control (QC) procedures, and overall operations, alongside facilitating compliance with industry and government regulations.

The search ended at BatchMaster Enterprise (BME) software.

## Objectives

- Automate the production and QC procedures
- Have robust QC functionality
- Produce cost-effective yet top-quality homeopathy products
- Ensure compliance with all the necessary regulatory requirements, including adherence to US FDA requirements, and ALCOA principles of data integrity
- Automate the annual product quality review procedure
- Handle the production as per cGMP guidelines
- Have E-signature utility to be used at all the crucial stages like closing batch etc.

## BatchMaster Provides Rxhomeo® The Proverbial Fine Tooth Comb!

BatchMaster is used by several pharmaceutical manufacturing companies world over for automation of production procedures. Impressed by these very capabilities and functionality during the demo sessions, Rxhomeo® shortlisted BME, and eventually sealed the deal. BatchMaster helped Rxhomeo® improve the quality of its products and efficiency of its manufacturing setup, with enhanced quality inspection, MRP, and more.

*"Being a homeopathy products' manufacturer, we had a complex set of procedures to work with. The fact that quite a few of them were paper-based only compounded our problems. We wanted to introduce automation into our operations to get rid of paper-based processes. BatchMaster offered a comprehensive, flexible and easy-to-use ERP that met our automation needs, and this tilted the decision in their favor,"* said Mr. Shiv Asthana, Founder & CEO, Rxhomeo® India & USA, while commenting on his firm's collaboration with BatchMaster.



***“I'd say the implementation has been very successful because all of Rxhomeo's requirements were met either with the standard functionality, or with customization. BME team has been extremely instrumental in making the implementation happen, and also with training all the Rxhomeo® users. The support from the consultants has been thoroughly professional and excellent. I'd give BatchMaster's product & services availed by us a rating of 10 on a scale of 10.”***

Mr. Shiv Asthana,  
Founder & CEO,  
Rxhomeo® India and USA

## Why BatchMaster Enterprise?

- Handles the value chain fore and aft-manufacturing, distribution, inventory, compliance, quality
- Helps bring out new product to market faster and cheaper; thanks to its immense R&D and physical/nutritional properties analysis capabilities
- Unites the company by bringing fluent interaction between different departments
- Keeps businesses at par with changing times as the product is updated regularly to meet current industry, quality, and compliance needs
- Makes working easy because fields are specific and easy to relate with business' day to day activities
- Understands how important quality is for a process manufacturing industry and hence supports Total Quality Management
- Offers the right information at the fingertips of the right people to lighten the load of decision making
- Is as secure as one wants it to be through secured logins, screen access, documents and process flows

## Achieving Quality and Compliance Excellence

Working with a mission to make homeopathy the first choice of every family worldwide as the mainstream medicine, it was essential for Rxhomeo® to uphold high standards of quality in their products. By having BatchMaster as a partner, and by using BME's manufacturing part with QC, Rxhomeo® will be looking to ensure that the customers' expectations from their products and services with respect to quality are met every single time.

Using BME's E-signature functionality at all the crucial stages like closing batch or saving and editing formulas, the company is confident of achieving FDA and cGMP compliance. It went ahead with slight customization to batch manufacturing record (BMR), annual product quality report (APQR) and certificate of analysis (COA) report from manufacturing side to further ensure compliance to all the regulatory requirements, and adherence to cGMP guidelines.

Rxhomeo® will be extensively using modules such as production management, formulation management, QC, laboratory, regulatory compliance, inventory management and control, and lot traceability, in its quest to march towards sustainable growth.

## Resolution

- Introduced one single platform to achieve greater automation of all procedures within the business, including production and QC
- Achieved QC capabilities, that support quality assurance (QA) testing, documenting the entire process and the outcome of each test, and eliminating any slight/major slip-ups, to ensure conformance with expected results
- Achieved R&D capabilities, that facilitated introducing new, innovative, and cost-effective products to market faster
- Gained complete control over the compliance activities, and achieved real-time compliance reporting as well as improved adherence to regulatory compliance requirements, including US FDA, ALCOA principles of data integrity, and cGMP guidelines
- Streamlined production planning and control, to address methods to improve product consistency, and production process
- Achieved integration among different business areas, and ability to make the required information available to all internal business functions
- Achieved extraordinary success in establishing the annual product quality review procedure

## About BatchMaster Software

BatchMaster Software (an ISO 9001:2015 certified company) is a leading provider of ERP solutions that help formula-based process manufacturers streamline their operations and scale production, while reducing costs and complying with changing customer demands and ever more stringent regulatory mandates. The company delivers industry-specific solutions for Food & Beverages, Nutraceuticals, Life Sciences, Cosmetic & Personal Care, Chemicals, Paint & Coatings, and other process industries. BatchMaster ERP is seamlessly integrated with SAP Business One, Tally, and Sage 100 & 300 ERP, and is available on both - on premise and on cloud.

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