



ICPA Health Products: Achieving Automation and Seamless Business Process Flow for Growth with BatchMaster Enterprise

Organization

ICPA Health Products Ltd.

Location

Mumbai, India

Industry

Oral Healthcare Products Manufacturing

Products and Services

Dental, Derma, Lifestyle, and Herbal Products

Solution

BatchMaster Enterprise Solution

Bringing All Stakeholders on Same Page

ICPA Health Products Ltd. is a Mumbai-based manufacturer in the pharmaceutical segment that enjoys international presence in over 35 countries. Though the company is involved in production of dental, derma, cosmetics, and herbal products, it is a leading name in the oral healthcare segment, with some of the most trusted brands in prescription dental products, like Thermoseal and Hexidine, being manufactured by them.

Complying with the most stringent international manufacturing requirements, offering support to the research & development of new products, and having strong Quality Control, Quality Assurance, as well as tracing & tracking capabilities were some of the business needs ICPA had. It was a huge challenge for them to address these requirements using manual methods like maintaining records and books. But the biggest challenge was to integrate all the departments and bring them together on one common platform.

This made them turn to BatchMaster Enterprise (BME) software, which integrated all their key business functions and brought them on a single platform.

Objectives

- Get rid of manual methods of maintaining paper records
- Have robust Quality Control (QC), as well as Quality Assurance (QA) functionality
- Produce cost-effective yet top-quality healthcare products
- Ensure compliance with all the necessary regulatory requirements
- Streamline production planning and control
- Handle the production as per cGMP guidelines
- Have one integrated software that manages different business functions and facilitates integration between accounts, production and all other departments
- Trace & track the movement of various products, raw materials, other ingredients and packaging throughout the supply chains



BatchMaster Fits the Bill Perfectly!

One particular thing that sealed the deal in favor of BatchMaster Enterprise was the fact that it provided efficient processing, as well as seamless transition capabilities without compromising with ICPA's existing business-critical functionalities. "Given the complex nature of the industry we operate in, and our complicated business processes, we were on the lookout for an innovative platform that can integrate our disconnected functions and help simplify things. We were impressed how BatchMaster demonstrated a clear way to bridge the gaps, and are now reaping the benefits of its integrated and scalable solution," said Dhawal Rajda, IT Head, ICPA Health Products Ltd.



“We were migrating from a manual system to a software for the first time, and BatchMaster helped us big time. They were thoroughly professional in their approach, and the support has been excellent. I'd give BatchMaster's product & services that we are availing a rating of 9 on a scale of 10.”

Dhawal Rajda,
IT Head,
ICPA Health Products Ltd.

Why BatchMaster Enterprise?

- Handles the value chain fore and aft-manufacturing, distribution, finance, inventory, compliance, quality etc.
- 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, compliance and taxation 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 your fingertips to lighten the load of decision making
- Is as secure as you want it to be through secured logins, screen access, documents and process flows

Achieving Quality, Safety, and Overall Improvement

Winning the trust of a huge number of people across 35 countries is a great thing, but with it comes greater responsibility of maintaining that trust. Realizing it, people at ICPA were determined to uphold the highest possible standards of quality in their products and services. By getting BatchMaster Enterprise on board, they were able to adopt best quality control practices, which allowed them to deliver high-quality products and services. Ensuring compliance to all the regulatory requirements, and adherence to cGMP guidelines was also easier now.

Though the implementation project took a little longer to complete than the agreed timeframe, the company was more than happy, given they were migrating from manual methods to a software for the very first time. The company will be extensively using modules such as production management, formulation management, quality control, laboratory, regulatory compliance, inventory management and control, and lot traceability, which will provide them with ease of doing business, allowing to focus resources on productivity, innovation, and growth.

Resolution

- Introduced one single platform to achieve business process automation
- Achieved QC capabilities, that support 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 compliance to all the industry and government regulatory requirements
- Streamlined production planning and control, to address methods to improve product consistency, and production process
- Full adherence to cGMP guidelines
- Achieved integration among different business areas, and ability to make the required information available to all internal business functions
- Gained end-to-end bi-directional traceability, from the raw material to the finished product



Charting the Future Course

Having achieved business process automation, and integration among different business functions, and the ability to address both the global and local statutory requirements, as well as trace & track raw materials and products throughout the supply chain, ICPA Health Products is now confident that with BatchMaster Enterprise, its operations will move a notch up in service and quality.

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.

Contact Us

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Results

- **Marked improvement** in quality across different stages of the manufacturing process
- **Greater integration and automation** of all processes within the business, which has facilitated interactions between different areas and departments, and broken the information silos
- **Extraordinary success** in achieving end-to-end bi-directional traceability
- **Improved adherence** to regulatory compliance requirements, and cGMP guidelines