



Naxpar Pharma strengthens its core capabilities with BatchMaster

Company Name:

Naxpar Pharma Pvt. Ltd.

Location:

Headquartered in Mumbai, units in Baddi and Silwasa

Industry:

Contract pharma manufacturing company

Solution:

BatchMaster Manufacturing for SAP Business One with Nutra

Company Overview

Two brothers, Mr. Prakash M. Shah and Mr. Baiju M. Shah, founded the Naxpar Group in the year 1985 after they realized that there was a gap in the Indian Pharma sector; one that could be plugged with a quality-driven and reliable service offering in pharmaceutical and cosmetics manufacturing. Since then, Naxpar has grown tremendously, spreading its geographic reach and expanding its production capacity.

In over three decades of its existence, Naxpar Pharma has carved a niche for itself in the contract pharma manufacturing sector. Today, it sits at the helm of innovation in the manufacturing of pharmaceuticals, cosmetics, herbal/ayurvedic formulations & nutraceuticals (FSSAI) products. During this period, the company has proved its mettle as one of India's leading manufacturers by serving its clients with superior quality products.

The Need

Talking about clients, the Naxpar Group to its credit has a long list of esteemed clients, both in India and abroad. To name a few, the company has served leading pharma brands such as Wockhardt, Sun Pharma, Cipla, Pfizer, Himalaya, Dabur, Glenmark, Ranbaxy, and a lot of other Indian and multinational companies. Besides being a prominent name in contract manufacturing, Naxpar is also into export, as the company has its own range of products in the overseas market. It has also entered into tie-ups with a lot of companies internationally, for which it manufactures, apart from having co-marketing set-ups as well.

For a business that has spread its wings this far and wide, it was important to get a bird's eye view of the operations across all functions. Naxpar had been using a separate software for inventory management, and a separate one for accounting, which made it impossible for the company to have a single source of truth. This is where the need for change was felt, confirmed Mr. Binoy B. Shah, the second-generation entrepreneur who has been driving the business forward along with his brother Mr. Mihir M. Shah. The organization has gone from strength to strength under the able leadership of the founders' sons.

"We were looking for an integrated software, where you have your accounts module, and your production, and your sales, basically everything in the same thing," said Mr. Binoy Shah. "We wanted it so that eventually when we run the system in our full-fledged manner, we can hope that we don't need to run multiple systems to get the same answers which we are getting from multiple systems today. It was one of the main reasons for going for BatchMaster," he added.



“BatchMaster is great – both as a service provider, and from the implementation and support point of view.”

Mr. Binoy B. Shah.
Director, Naxpar Pharma Pvt. Ltd.

The Solution

Having an integrated software wasn't Naxpar's only requirement. The company also wanted the software to possess the ability to track its material movement and assure quality throughout the supply chain. In addition, there was also a strong need for a software with inventory and production management capabilities. When the system it was working on went out of the market, the company launched its hunt to find the most appropriate software that met all its requirements, or majority of them. The two-three years' long search ended at 'BatchMaster Manufacturing for SAP Business One with Nutra', as the company reposed its faith in the proven credentials of SAP Business One and the rich industry-specific experience of BatchMaster.

“The system we were operating with previously was indigenously developed, while our requirement was completely customized. We also had issues with support. Eventually, being a smaller company, they couldn't keep up and shut down. That's when we started looking for a new ERP software to work on our requirement,” said Mr. Binoy Shah. The company came across BatchMaster through one of its consultants during this period.

“We heard about BatchMaster from one of our consultants who suggested us to have a look at its Quality Module” Mr. Binoy Shah revealed.

What followed next was a spate of demo sessions, meetings, con-calls, and office visits. Each one of those sessions built Naxpar's confidence in BatchMaster, brick-by-brick. “When we took the demo of BatchMaster and visited the office in Indore, had a con-call, had online demos and all that, we found that it's not at all a complicated system. We thought with a small tweak we could get what we want. So that was why we opted for BatchMaster,” said Mr. Binoy Shah.

The Implementation

Even after a long as well as tedious ERP implementation process, most of the companies are not able to reap the benefits that others have achieved. The reason is simple, and it lies in the way the implementation process is carried out. It's a delicate process, which requires a perfect blend of careful planning, sheer dedication, sufficient time and unwavering commitment. Naxpar got a first-hand experience of the same, as the implementation process turned out to be a seamless one for them.

“Implementation has been quite easy. Easy in the sense that our interaction with the BatchMaster team has been very good. The support that we've got till today, the understanding, has been outstanding,” said Mr. Binoy Shah, throwing light at the implementation process. He further pointed out the potential stumbling block one comes across during ERP implementation, and how it was not at all a case with BatchMaster. “The main stumbling block that you usually get while implementing an ERP is that ultimately everything is like: this is available, if you want do this, you pay us this much and we can do this. But luckily with BatchMaster we have not faced that issue,” he said.

Like Mr. Binoy Shah said, his company wanted a few tweaks here and there. The team at BatchMaster was extremely patient and cooperative on Naxpar's need for customizations. “We asked for a few customizations from BatchMaster like AR number tracking, Batch number tracking, and all that. One great positive thing with BatchMaster was that people were very open to understanding the systems, understanding our requirements even if they were not standard requirements. They were good at giving us a solution or a workaround to every problem. And if they required customizations, we have done a few customizations as well,” said Mr. Binoy Shah.

The Results

'BatchMaster Manufacturing for SAP Business One for Nutraceuticals', the solution Naxpar went in with, has been designed specifically for pharmaceutical manufacturers. The product seamlessly integrated with their workflow. Right from tracking materials, assuring quality, handling expiration, drawing QC samples, managing formulas, to handling production batches- the software very-well supported all of Naxpar's needs.

The organization can now check multiple revisions of the same formula, thanks to version controlling functionality offered by BatchMaster. Also one of the most important functional requirements for Naxpar was to check the yield for bulk as well as finished goods on the formula screen, which they can now, easily. Besides, they can also define line-level losses to track and calculate them.

Among other reasons, BatchMaster Manufacturing for SAP Business One with Nutra has been procured by Naxpar for quality sample draw. User can draw some sample to perform all the tests. Also BatchMaster has reports to see when and which item has been drawn for sampling.

As mentioned above, one of Naxpar's major requirements with the software was strong inventory and production management capabilities. With BatchMaster's production management module, the company can now calculate costs based on weight and volume. It can also define loss factor on the formula basis and item basis.

With BatchMaster Manufacturing for SAP Business One for Nutra's Inventory Management module, Naxpar can now manage, control, track and optimize inventory in real-time. This means they have real-time access to the various quantities of products in stock. Besides, the company can now manage inventory in more than one unit of measure (UoM) for different items, manage same item with different UoMs in different types of transactions (like sales, purchase, etc.), and even manage the same item in the same type of transactions with different UoMs.

With the solution's lot traceability functionality, Naxpar achieved the ability to track the movement of various products, raw materials, other ingredients and packaging throughout the different stages of production, processing and distribution. This way, it can now know exactly where the nonconformity occurred, as the software provides automated end-to-end bi-directional lot traceability from raw materials to the finished product and vice versa.

BatchMaster Manufacturing for SAP Business One for Nutra also provided Naxpar with shelf-life & expiration support, as the company can now issue materials for production based on FEFO (First Expiry First Out). Naxpar can now also store, issue, and produce in dual unit based on the potency of the item, thanks to BatchMaster's Lot Strength feature. The software's inventory management module lets the users know the quantity to be issued based on the potency.

To sum up, the results Naxpar has achieved post implementation include:

- Enhanced efficiency
- Superior quality
- Improved productivity
- Increased profits
- Increased compliance

"From the looks of it, yes. The stage that we have reached till today, yes it has supported," said Mr. Binoy Shah, on being asked whether or not BatchMaster has supported the organization in its quest to success.

About BatchMaster Software

BatchMaster Software (an ISO 9001:2008 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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