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| Microsoft Office System  Customer Solution Case Study |
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|  | C:\Users\v-dorho.000\Desktop\Notes Compete\Borschagivskiy\logo.jpg |  | Office HeaderCJSC SPC “Borschagivskiy Chemical and Pharmaceutical Plant” Improves Productivity Thanks To Microsoft Office 2007 |
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| Overview  **Country or Region:** Ukraine  **Industry:** Pharmaceutical Industry  Customer Profile  CJSC SPC “Borschagivskiy Chemical and Pharmaceutical Plant” was founded in 1947. Today the company is one of the leaders by production output and sales of pharmaceuticals among Ukrainian pharmaceuticals manufacturers.  Business Situation  The company needed to address the loss of information problem, arrange an effective production documentation development and dissemination process, and optimize the company operations.  Solution  Introduction of Microsoft Office 2007.  Benefits   * Improved Productivity * Optimized Plant Operations * No Loss Of Information |  |  | “The company paid too much for using open-code OpenOffice.org software – efficiency of operations was decreasing.”  Leonid Medvediev, Head of IT Department, CJSC SPC “Borschagivskiy Chemical and Pharmaceutical Plant” |
|  |  | CJSC SPC “Borschagivskiy Chemical and Pharmaceutical Plant” is one of the leaders in its industry on the Ukrainian marketplace. Today it manufactures more than 100 names of pharmaceuticals. Annual production output of pills is approximately 200 million No. 10 packages; with that of syrups being 4 million bottles, that of antibiotic capsules, 15 million No. 10 packages; and that of sterile antibiotics, 14 million vials. The share of CJSC SPC “Borschagivskiy Chemical and Pharmaceutical Plant” among domestic pharmaceuticals manufacturers is 9.67 percent. The plant exports its products to 10 countries, particularly to Baltic States, Asia, and Eastern Europe. |
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Situation

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| “It is quite difficult to hold a position among the industry leaders for a long time in such a business as pharmaceutics manufacturing. This requires a deliberate marketing policy, state-of-the-art production technologies, and effective utilization of all resources. However, any of the above criteria may not be implemented without high-standard and reliable IT technologies. That is why we rely on Microsoft.”  Oksana Shestopal, Deputy General Director for Development, CJSC SPC “Borschagivskiy Chemical and Pharmaceutical Plant” |

CJSC SPC “Borschagivskiy Chemical and Pharmaceutical Plant” used to handle documents with the help of open-code applications OpenOffice.org.

In the course of operation, some faults in these applications caused loss of information and other failures, thus complicating the document management.

The plant customers sometimes received e-documents that did not open correctly.

There was also a need to save information about the drugs being developed. The set of open-code OpenOffice.org could not further perform the above functions and did not meet the document management standards.

Leonid Medvediev, Head of IT Department, CJSC SPC “Borschagivskiy Chemical and Pharmaceutical Plant,” said: “The company paid too much for using open-code OpenOffice.org software – efficiency of the operations was decreasing. The problem required immediate solution, at the same time we had to address it in a deliberate and careful fashion.”

The company’s top management faced one more challenge – it was effective time management.

OpenOffice.org does not contain relevant applications, so it could not meet some needs of the employees such as planning, goal setting and follow-up.

Moreover, OpenOffice.org applications are slow and set high hardware requirements.

So, weighing all pros and cons, the company managers decided to implement Microsoft Office 2007.

Solution

Microsoft Office 2007 was selected upon deliberate and careful consideration, since implementation of this product offered not only a solution to all the above-mentioned problems, but also the capability to further develop the infrastructure of CJSC SPC “Borschagivskiy Chemical and Pharmaceutical Plant.”

Valeriy Romanovskiy, Strategic Project Manager, Microsoft Ukraine, said: “Microsoft solutions are unique as they are compatible with one another and complementary. So, having implemented some technology, you can implement the other one in future as if complementing the previous one.

“Thus, a customer builds, as if a wall of bricks, a strong and reliable ІТ infrastructure that will operate as an integral system.”

Oleksiy Medvediev, System Administrator, CJSC SPC “Borschagivskiy Chemical and Pharmaceutical Plant,” said: “We have always been in step with the time and developed in all aspects. In particular, we have always paid great attention to information technologies. For instance, two laboratories operate at the plant. They are recognized as the best in Ukraine, certified under GMP standards and are among the most modern ones in Europe. Therefore, we have been and will continue improving our ІТ infrastructure; and Microsoft technologies best facilitate this.”

Furthermore, implementation of Microsoft Office 2007 does not involve any extra training costs, as employees could start operating through the familiar interface fast and with little effort.

Possibility to get professional timely service support also was an important factor

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| “Now we do not waste time for changing document formats and verification whether the data have been correctly saved. This is one more reason why the implementation of Microsoft Office 2007 was a right step.”  Oksana Shestopal, Deputy General Director for Development, CJSC SPC “Borschagivskiy Chemical and Pharmaceutical Plant” |

contributing to the decision to select Microsoft technologies. This advantage tells much in the business which completely

depends on high performance of software.

Benefits

Microsoft Office 2007 has been implemented at all workstations at CJSC SPC “Borschagivskiy Chemical and Pharmaceutical Plant,” and thanks to this fact, the company has improved the document management and resolved the information loss problem.

Account management activity has also been enhanced, and the inflow of orders has risen. The new software implementation allowed the introduction of employee time management improvements, so the company performance became more effective.

Total optimization of the plant operations resulting from the introduction of Microsoft Office 2007 has improved the company performance by 4.5 percent, and of course, affected the company profit.

Medvediev, the Head of IT Department, said: “Information Technologies in the pharmaceutical business could be compared with a blood circulatory system. We spend much time to develop and introduce a new pharmaceutical product at the market. Each stage of this long process involves collecting, processing and storage of information – blood of the entire process. To this end, we use only the best technologies; therefore the selection of Microsoft was completely feasible.”

Oksana Shestopal, Deputy General Director for Development, CJSC SPC “Borschagivskiy Chemical and Pharmaceutical Plant,” said: “As any industry leader we maintain close cooperation with governmental agencies. Microsoft Word is one of the state authorities’ document management requirements. Now we do not waste time for changing document formats and verification whether the data has been correctly saved. This is one more reason why the implementation of Microsoft

Office 2007 was a right step.”

Microsoft Office System

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| Software and Services   * Microsoft Office | * Microsoft Office Standard 2007 |

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For more information about products and services, call or visit the Web site at:

For more information about Borschagivskiy Chemical and Pharmaceutical Plant products and services, call +38 (044) 205 41 23 or visit the Web site at: [www.bhfz.com.ua/](http://www.bhfz.com.ua/)

The Microsoft Office system is the business world’s chosen environment for information work, providing the programs, servers, and services that help you succeed by transforming information into impact.

For more information about the Microsoft Office system, go to:

www.microsoft.com/office