Employee mobility at HIPRA

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The Reference in Prevention for Animal Health

Innovate2013
The IBM Technical Summit

HIPRA?

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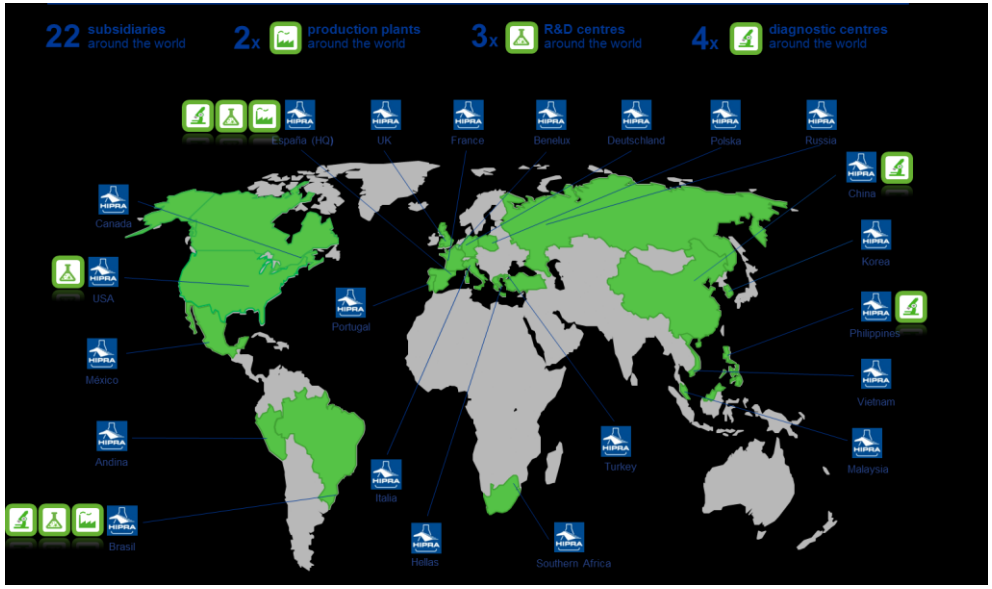
HIPRA's VISION:

To be the world reference in prevention,
with differentiated products
for Animal Health.



22 subsidiaries around the world

+800 professionals around the world

+40% university degrees or doctorates

mobility role @ HIPRA

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Mobility is supporting business activities
- Employees being more efficient in their work
- Clients accessing company information and services
  - E-Diagnos to access performed diagnostics
  - SELECTAN© Oral CALCULATOR to determine dosage

Employees being more efficient in their work
- Accessing corporate info
  - Product catalog and e-brochures
  - Intranet, Documents and Blogs
- Doing their tasks wherever they are
  - Email *(old news, a commodity)*
  - Process and CRM access

Business processes accessible and **executed** more **efficiently**, **wherever** the employee is…

Automating Processes

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- Meeting the challenges…
  - … to **standardize processes** across the organization
  - … to **support** the international **growth**
  - … to **integrate** the processes with the IT **existing architecture**

- Automating the Non-conformities process
  - **Ensure that non-conforming lots are not used** in other manufacturing & not available for sale
  - **Improve communication between** affected **departments**: Production, Logistics, Quality, etc.
  - ☑ **Reduced** non-conforming lots treatment **time from 30 to 7 days** on average (>50% in 3 days).

- Supporting Travel expenses
  - Travel expenses submission and approval
  - Replaced an unfriendly SAP CRM interface by an improved interface
  - ☑ Allowed **usage** by the all the company **worldwide**, with a **standardized process**

A **mobile opportunity**: directors had to **intervene in the process** but they are not constantly at their desk… and they have iPads…

Helping process improvement

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- Giving directors and employees mobile access to processes
  - SAFIRA delivered **iPad BPM mobile portal** for IBM BPM 7.x in April 2012…
  - … and **tasks no longer need to wait** for the employee to be at his desk

Enterprise Mobility

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- When an **app supports** a **business** process…
  - **!** … its **not just a nice app**, the **business is on the line**
  - It **needs** proper **management and support**
  - **New concerns** arise:
    - **Multi-device** support
    - Device and app **security**
    - **Connectivity**
    - **Version** management

… the **app is a core component**… **mobility gets serious!**

MobileFirst in the game

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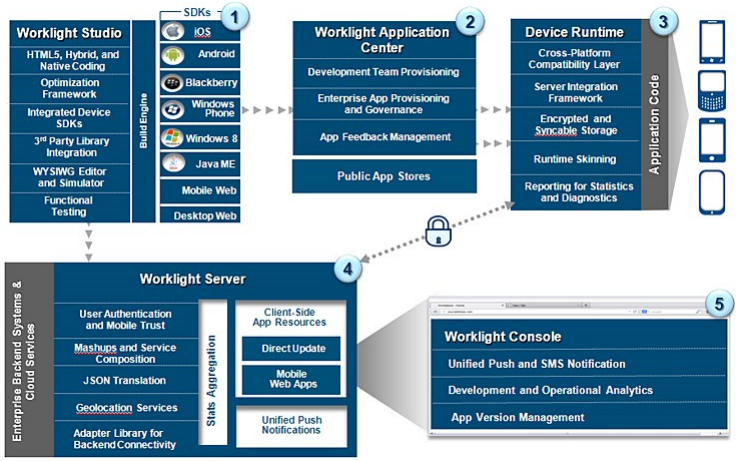
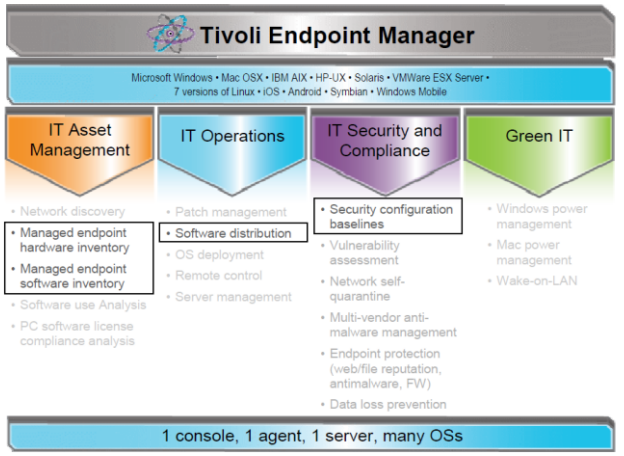
- **Worklight** for
  - Multi-device development and testing
  - Distribution and version management
  - Centralized Company systems access



- Tivoli **EndPoint Manager** for
  - Device management
  - Device policy definition
  - Distribution control



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HIPRA's Worklight initiative

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- **Challenge**
  - **Organize and control mobile apps** that are **used daily** in HIPRA's tasks by distinct roles
  - **Standardize apps**, allowing similar access to CORE systems, **reuse of functionality** and eventually supports multiple device types
- **Approach**
  - Deploy **Worklight with Tivoli EndPoint Manager**
  - **Integrate** Apps as **changes are needed**
  - Consider **integration strategy case by case**, trying to have WL system integration tier but allowing Hybrid apps as needed

HIPRA SAP PM app

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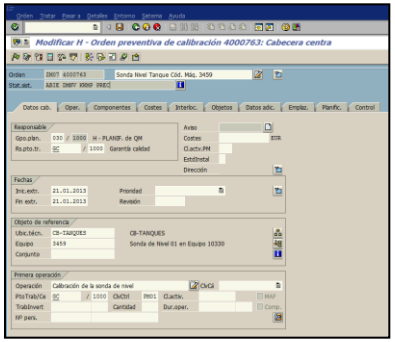
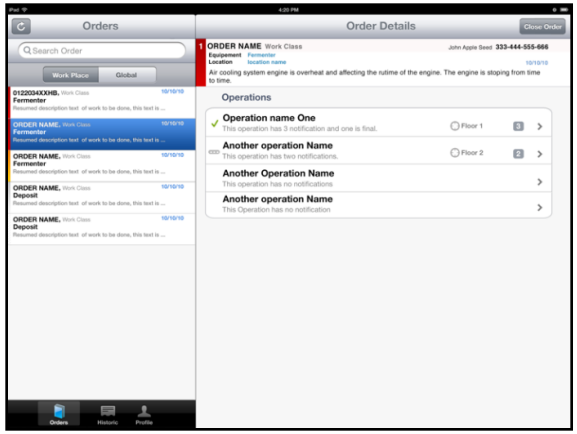
- Enable **maintenance personnel to obtain critical information** from SAP PM **and register resources spent** (time & materials) thru an iPad app **while executing the daily maintenance tasks**.

- ☑ **On-line access to SAP PM on the Plant floor**, as the work is being done
- ☑ **Information updated instantly**
- ☑ **From task to the next without deviation**



old, at a desk



new, on the plant floor

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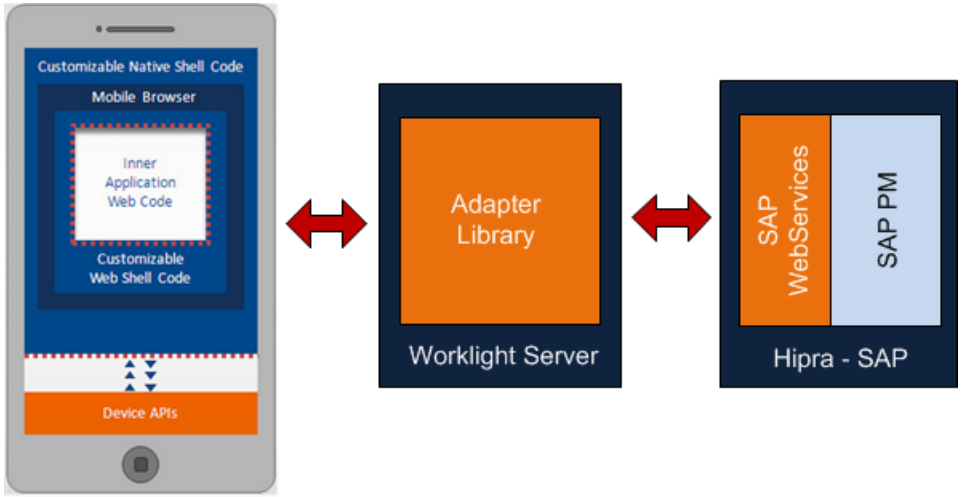
App Architecture

- **Hybrid Worklight application optimized for iPad** and **easily portable** to other devices, using the **Sencha Touch** framework, minimizing the usage of native code.

- The iPad **app interfaces with SAP** using an **Worklight Integration Adapter** with enhanced performance.
  - A set of webservices are provided by Hipra SAP to support the mobile application functionality.



Managing Mobility

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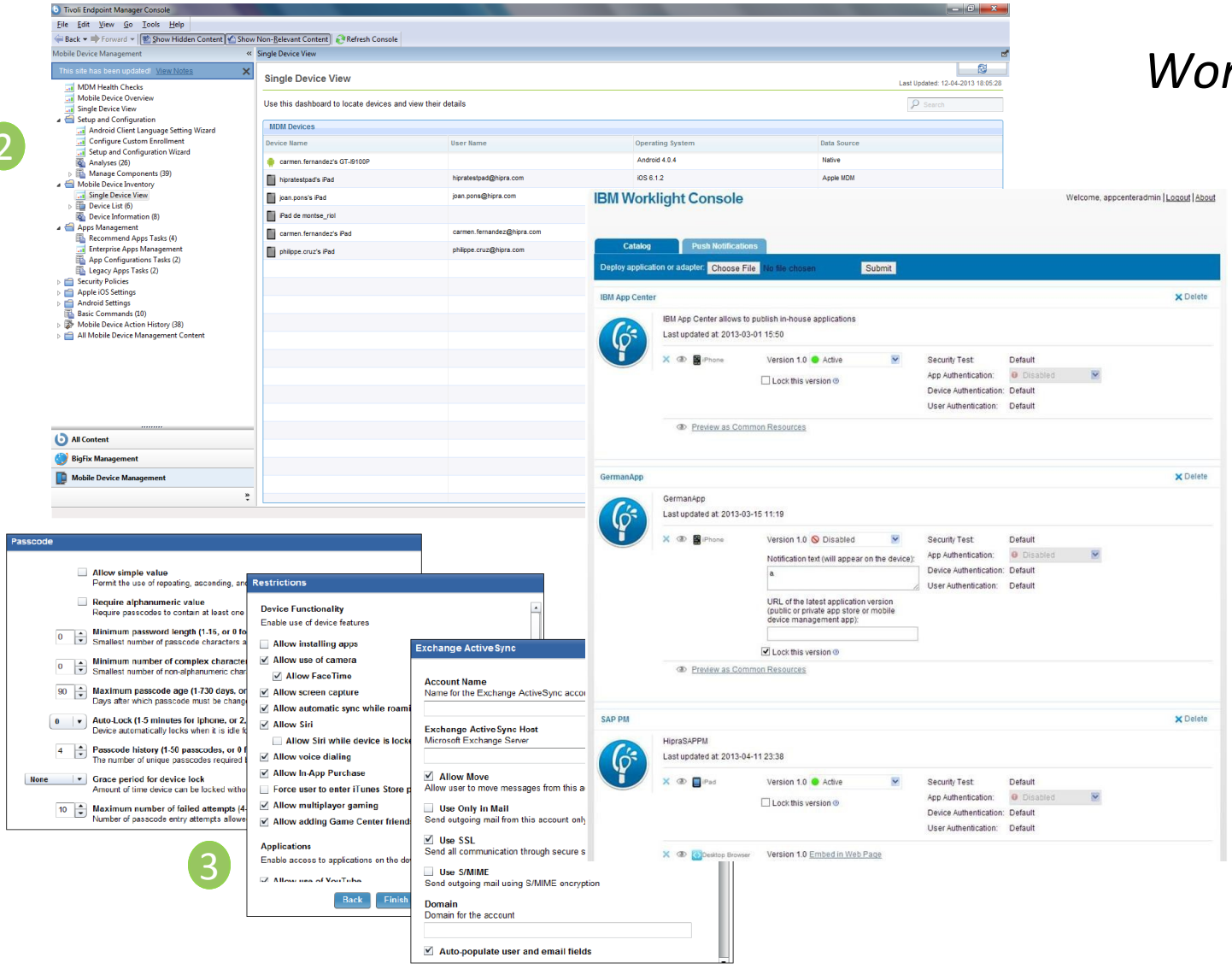

Worklight & TEM controlling:

1. *versions*
2. *devices*
3. *policies*

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HIPRA SAP CRM app

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- Enables **mobile access to HIPRA CRM to sales representatives**, allowing **retrieval and modification of customer information and activities**.

- ☑ **On-line access to SAP CRM** as sales reps are **on the field**
- ☑ **Off-line working mode**, with sync when connection is resumed

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Real improvements with mobility

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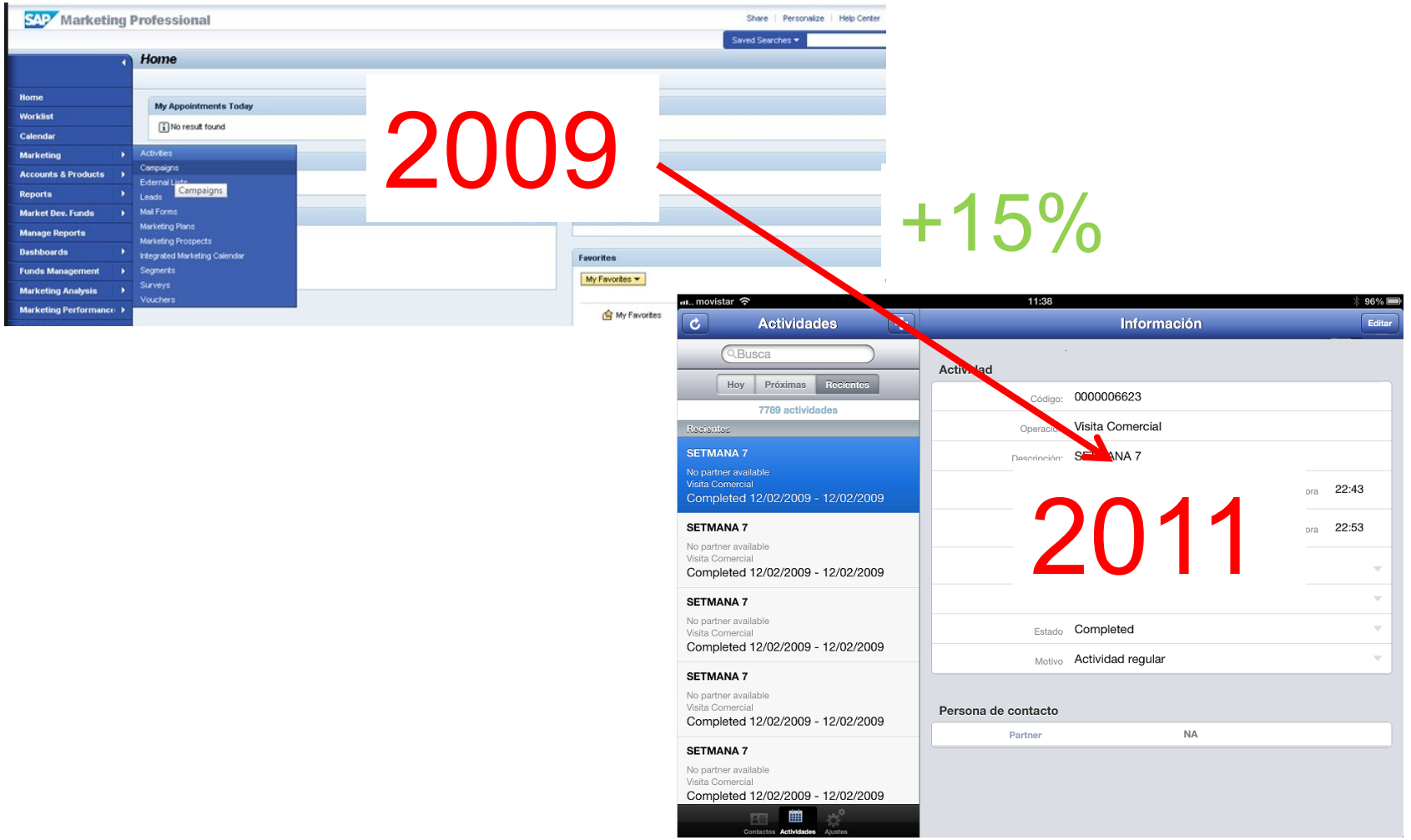

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SAP Plant Maintenance usage

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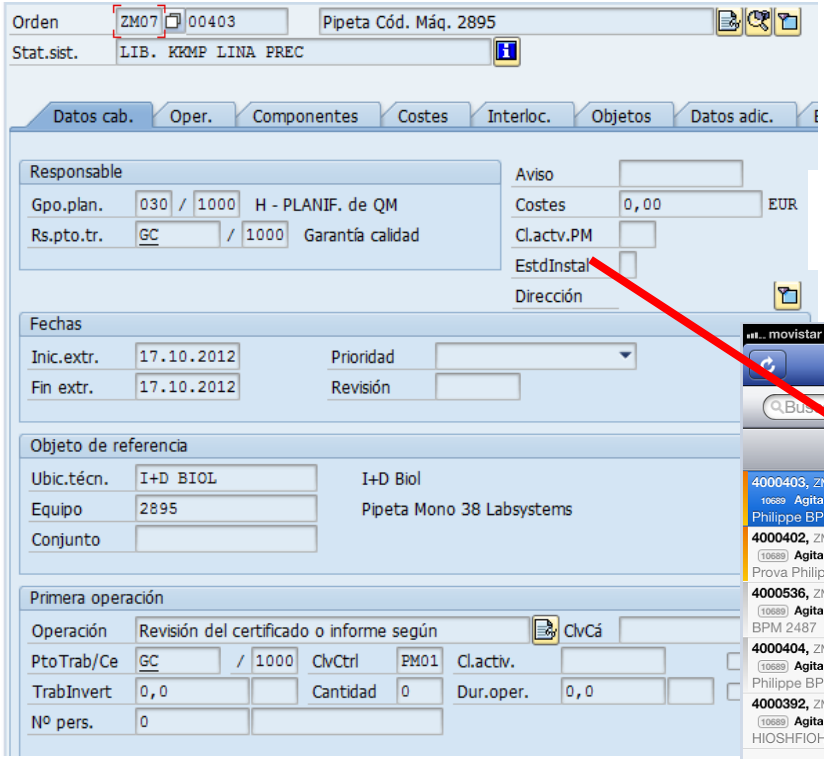
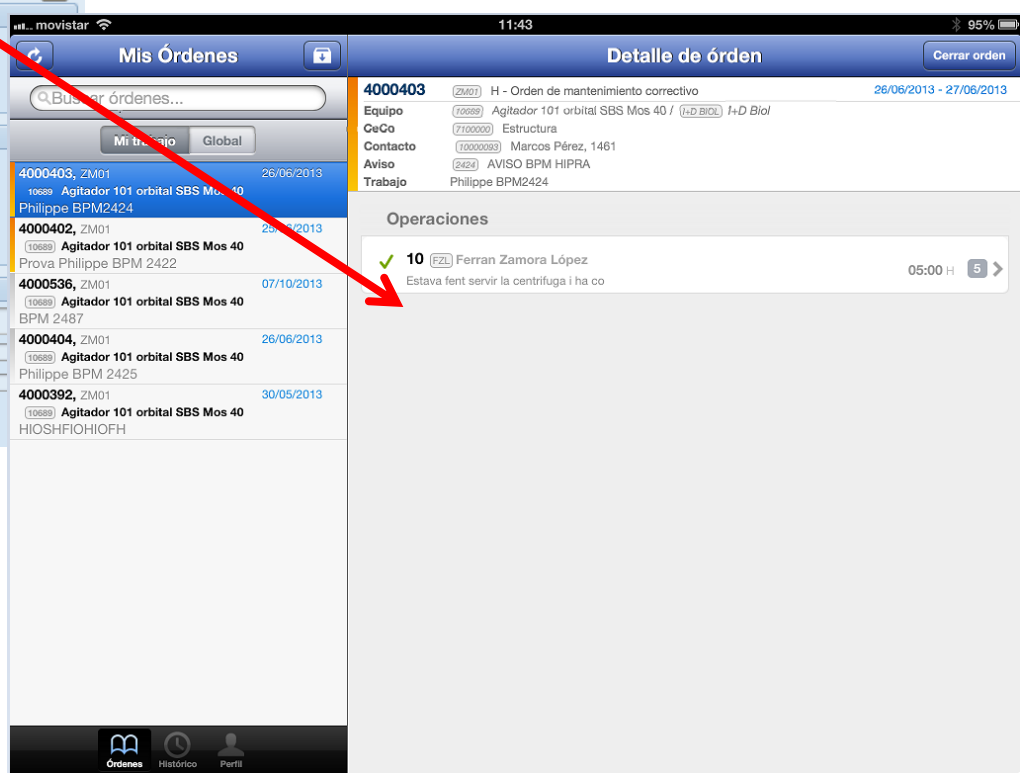


19,2 days/order -> 12,3 days/order



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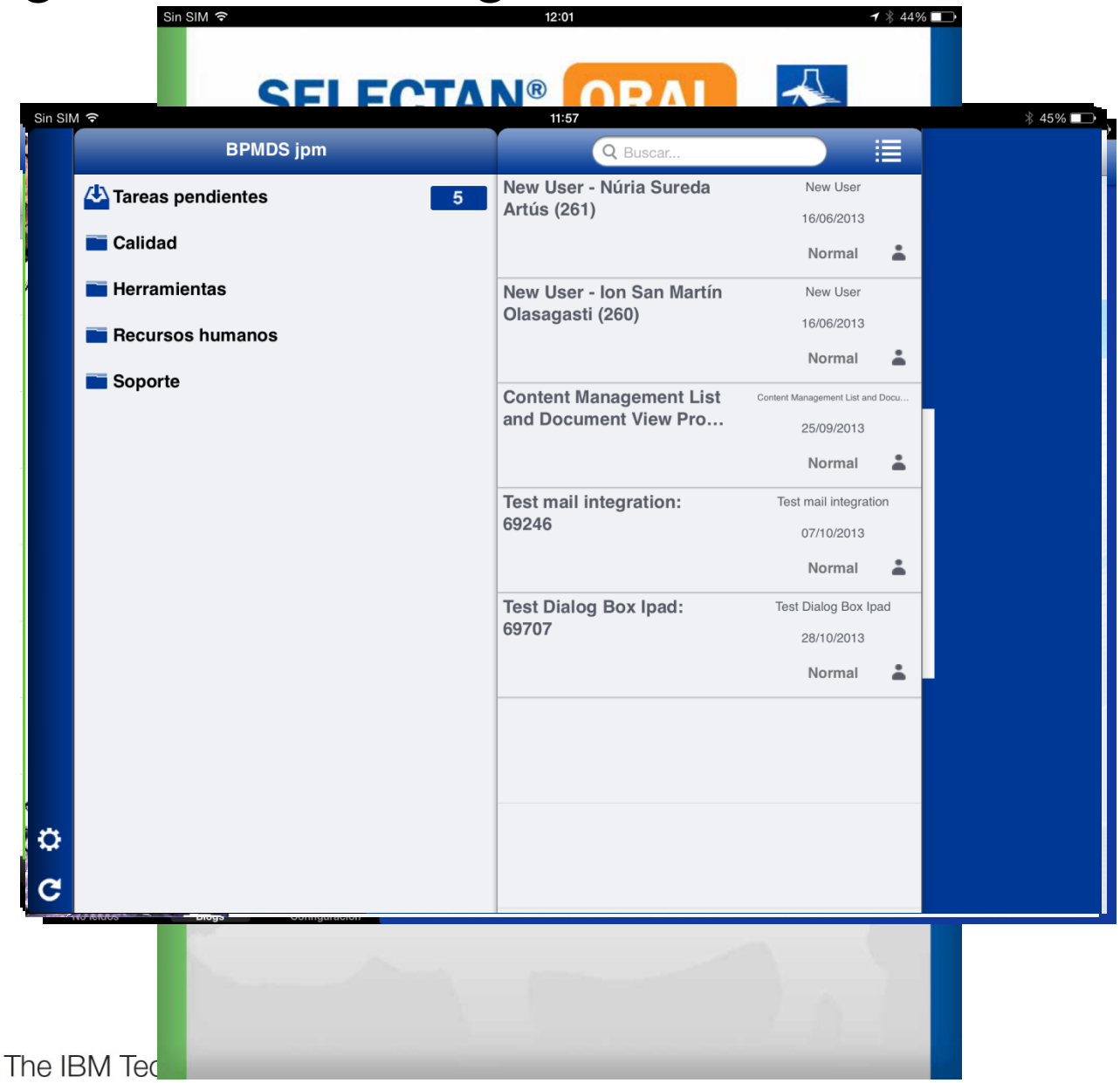
Defining UI with Worklight



Take Action Now!

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Next steps:

1. *Think of **your business***
2. *see how you can **improve by getting mobile***
3. *Take mobility **seriously***
4. *Think big, start small*

Get moving!

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Questions

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Thank You

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