

Outsourcing Platform and SAP Enable Rapid Growth through Acquisition for West-Ward Pharmaceuticals

Capgemini's Rightshore® global delivery model offers around the clock support at a low price to a leading pharmaceutical multinational

The Situation

West-Ward Pharmaceuticals Corp. is the US subsidiary of Hikma (LSE:HIK) (NASDAQ Dubai: HIK), a leading specialty pharmaceutical company based in Amman, Jordan. West-Ward Pharmaceuticals is focused on the development, manufacture and sale of generic drugs for the US domestic market.

In 2004, Hikma group developed a business strategy that focused on the expansion of business in the US market. Hikma has been growing at a rapid pace through a series of strategic acquisitions. A key component of this strategy required the implementation of a state-of-the-art ERP solution and development of the infrastructure supporting services to run this solution. Rather than building these capabilities on their own, West-Ward Pharmaceuticals looked to an outsourcing provider that could provide infrastructure

management services at a reasonable cost and could support the company's wider global operations. Capgemini was selected after a series of rounds with other service providers in this space.

The Solution

An initial contract was signed in April 2004 with Capgemini to assist with the implementation of the SAP ERP solution. Capgemini implemented its SAP-certified best practice solution for Pharmaceutical and Biotech companies called Ready-to-Run. Ready-to-Run Life Sciences provides an integrated business system that meets the Food & Drug Administration (FDA) requirements and in turn enabled West-Ward Pharmaceuticals to streamline operations, achieve greater visibility and control

“Capgemini's strength and capabilities have given us the confidence to increase our focus on outsourcing.”

Edsel Pereira,
Corporate IT Director, Hikma



of its core business processes, and respond more rapidly to changes within the industry.

After four years of a successful working relationship the agreement between West-Ward Pharmaceuticals and Capgemini was renewed and expanded in 2008 to provide infrastructure hosting and SAP operational services through Capgemini's Rightshore® global delivery model. This model enables cost-effective solutions without sacrificing quality, efficiency or access to the best talent Capgemini has to offer. In the case of West-Ward Pharmaceuticals, infrastructure services are delivered globally including server hosting, shared storage, backups, and server monitoring from Capgemini's data centers in the US. SAP Basis and operational support is provided from India and 24/7 help desk services are delivered from Poland.

The Result

With an improved IT system in place, West-Ward Pharmaceuticals is now able to access the data they need to more effectively manage their business in the US. Notable accomplishments of the collaboration between Capgemini and West-Ward Pharmaceuticals include: access to a state-of-the-art ERP solution providing timely and accurate data for making business decisions, ability to begin standardization of process on a global basis, improved visibility of inventory tracking resulting in better operating efficiency and decreased data security risks.

Financial and business reporting has also been streamlined through new implementation, built on best practices with a common process model, to enhance integration of all business operations quality. This resulted in reduced inventory and overall purchase costs.

The speed-to-value delivered through Capgemini's Ready-to-Run SAP solution for Life Sciences has led parent company Hikma to roll out

the solution across other global locations, including Germany, Egypt, Algeria and Jordan amongst others.

Ted Levine, Vice President with Capgemini, who serves as the Senior Client Executive for Hikma, comments on the partnership:

"Capgemini enables a number of growth-oriented Pharmaceutical and Medical Device companies to achieve their growth strategies through our scalable enterprise application and infrastructure services. What began five years ago as an SAP

project to enable sustained entry into the US generics market has grown over the years into a strong, global technology and outsourcing partnership. Hikma is a strong player in its market, and we are pleased to be their partner."



About Capgemini

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience™. The Group relies on its global delivery model called Rightshore®, which aims to get the

right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 40 countries, Capgemini reported 2010 global revenues of EUR 8.7 billion (approximately USD \$11.5 billion) and employs over 110,000 people worldwide.

More information is available at www.us.capgemini.com.

Capgemini USA

Outsourcing Services
Life Sciences
Remote Infrastructure Management
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Rightshore® Application Hosting

Approved by

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Ted Levine, Vice President, Capgemini

In Collaboration with



Founded in New York in the late 1940s, West-Ward Pharmaceutical Corp. became, in 1991, the flagship for Hikma, a multinational group of pharmaceutical companies, to conduct generic pharmaceutical operations in the U.S. With an annual capacity of about 1.7 billion tablets/capsules, West-Ward

develops, manufactures and markets a broad range of generic prescription products in a variety of dosage forms—for extended or immediate release. Their assurance procedures are performed throughout the production process to ensure adherence to federal, state and in-house standards. Besides its own sales, West-Ward also has been helpful in promoting the US sales of some of the other operations within Hikma. West-Ward is headquartered in Eatontown, N.J. For more information, visit www.hikma.com