

## Case Study:

### Transforming maintenance planning with IBM Maximo



Using IBM Maximo to plan maintenance and ensure regulatory compliance in a new, state-of-the-art pharma facility



Established over 35 years ago, Penn Pharma, a PCI company, delivers integrated drug development, clinical trial supply and manufacturing services for the healthcare industry.

Penn Pharma employs approximately 500 people in the UK, and its global parent company, PCI, employs around 3,200 people worldwide.

When PCI Pharma invested in its new state-of-the-art high-containment facility, it wanted to develop a much more proactive, predictive approach to maintenance planning.

PCI Pharma realized that an enterprise-class maintenance management system could also help meet the stringent regulations that apply to pharmaceutical manufacturing, and the growing expectations of its safety-conscious clients.



**Peter Webster, Director of Technical Engineering and Continuous Improvement, explains:**

*“Our new facility is completely ‘engineered-out,’ which means that the operators and engineers are protected from the environment itself, and importantly do not rely on traditional PPE, making it one of the most advanced facilities globally.”*

*“By contrast, our maintenance processes were relatively old-fashioned, relying heavily on paperwork; maintenance scheduling was laborious; and it was difficult to spot opportunities for optimization.”*

*“Highly potent compounds make up a growing part of our product portfolio, so it is more vital than ever that production equipment is properly maintained and that both quality and safety are assured.”*

*“The more transparency and control we have over maintenance, the easier it is to demonstrate compliance both to regulators and our clients.”*



### Building a Partnership with Peacock Engineering

PCI Pharma decided to deploy IBM Maximo Asset Management to transform maintenance planning at its new facility, and engaged Peacock Engineering to deliver the project.

Peacock Engineering were required to build, within hosted infrastructure at its Rackspace dedicated hosting centre, a new Maximo system and to import into it, data from a wide variety of sources. The system was tested and validated for GMP jointly by Peacock Engineering staff and PCI Pharma QA staff.

As PCI Pharma transitioned to an online, paper-free system, it became necessary that they carried out electronic validation in accordance with FDA regulations, specifically 21 CFR Part 11. Their new system enabled them to carry out this audit trail effectively and thoroughly, and prove that they adhered to all regulations.

### Increased efficiency & work order visibility

PCI Pharma now has a standalone Maximo system that is fully validated in accordance with FDA regulations, specifically 21 CFR Part 11. The validation was a critical factor for this high-containment facility.

With the new system, PCI Pharma now benefits from a centralised point of control. The company's engineers can:

- Access their own dashboard
- Instantly see which jobs are due
- Plan the most efficient order in which to complete jobs
- Easily update the system when tasks are done
- Utilise their time more effectively
- Streamline & accelerate workflow

PCI Pharma now maintains its operations completely paper-free. By eliminating data duplication and reducing the scope for human error, the system contributes significantly to the overall safety of the plant.

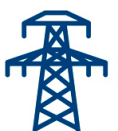
### Demonstrating robust regulatory compliance

PCI Pharma's new solution plays a key role in demonstrating the new facility's compliance with standards expected by regulators and clients.

The IBM Maximo solution provides them with:

- A full digital audit trail for all maintenance work
- Transparent evidence that maintenance is reliably managed
- Proof that they meet all required standards

They can also now demonstrate that they prioritise Health and Safety in their contained manufacturing facility. This is imperative to PCI Pharma's employees and clients.



### Enabling a longer-term view to maintenance

The IBM Maximo solution enables PCI Pharma to take a longer-term view towards maintenance management.

They are now able to:

- Easily plan ahead, using insight from the IBM Maximo system
- Align maintenance with manufacturing schedules
- Migrate their existing manufacturing facility to the IBM Maximo solution
- Explore additional features – such as inventory management

They can also schedule work to minimise the effect it has on manufacturing operations, whilst maximising the results.

This installation of the IBM Maximo system was completed on time, and within the agreed budget.

### More information

To find out more please contact us:

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### What the client said:

*"IBM Maximo and Peacock Engineering are helping us optimize operations while never compromising on quality or safety, which makes a winning combination. Peacock's ability to manage the project to the deadlines we set meant that we achieved both our time and cost targets."*

**Peter Webster, Director of Technical Engineering and Continuous Improvement, PCI Pharma**

### About Peacock Engineering

Peacock Engineering Ltd was established to deliver a diverse range of Asset and Service Management solutions to asset intensive industries.

Our consulting team is made up of long standing IBM Maximo professionals, each with an average of 12 years' experience in the product and who, together, have amassed over 400 man-years of Maximo systems implementation experience.

From this knowledge and practical application, a proven and trusted process-driven methodology has emerged. With the methodology in place, the ongoing challenge is to improve delivery efficiency and provide affordable solutions, using a mix of services and systems provisioning models, to meet a broad range of industry verticals.

