

GLOBAL PHARMA SITE BASED IN IRELAND

Multinational Pharma Fast-Tracks Digital Transformation Using A Two Tier Model

By combining application delivery with training, a large pharma site was able to fast-track digital transformation goals while building the internal capability needed to sustain long-term success. The result was a repeatable framework for delivering digital innovation at scale.

 Customer: Global pharmaceutical manufacturing site based in Ireland



**Digital transformation**
fast-tracked across functions

**Internal capability**
built through training and coaching

**Scalable solutions**
delivered with high re-use potential

**Repeatable framework**
established for innovation at scale

**THE CHALLENGE**

Like many large organisations, employees worked with multiple processes that depended on paper forms, spreadsheets, email chains and manual tracking. The digital team had ambitious quarterly goals to remove paper, digitise and optimise.

Digitising the existing inefficient processes could free employees to focus on higher value-add work.

The challenge was not just delivering applications—it was about bringing people along on that digital journey. Delivering innovation fast and consistently while building the capability of their team to sustain long-term digital growth.

**THE STRATEGY**

The site selected Microsoft Power Platform to streamline communication and tracking across non-GxP processes not covered by its main systems, combining integration with Microsoft’s security and ecosystem, a familiar user experience and comprehensive low-code/no-code tools.

To maximise momentum, Dataworks engineers developed applications with potential to scale, while training and coaching equipped employees to identify opportunities and build their own solutions for simpler use-cases.

**THE PLAYBOOK**

The playbook created a repeatable model for delivery: Planning; Opportunity Discovery Workshops and Road mapping; Collaborative Solution Design; Portfolio Management; Roll-Out, Implementation and Support; and Continuous Improvement — Repeat and Scale.

Building Digital Capability formed part of this model through instructor-led workshops, online drop-in clinics and one-to-one mentoring.

**Operational improvements**

- Reduced manual effort and busy work
- Faster process execution and approvals
- Improved visibility and reporting
- Improved process consistency and collaboration

**Digital and innovation capability**

- Internal digitisation skills developed across multiple departments
- Increased engagement with digital innovation initiatives
- Employees supported to translate training into real solutions

**Strategic impact**

- Established a repeatable framework for identifying and delivering digital solutions
- Built long-term internal capability
- Created a sustainable model for innovation delivery

SOLUTIONS DELIVERED

**HR**
Training submission programme

**Supply Chain**
Inter-site materials communication tools

**Operations**
Configurable walkdown checklist app

**Facilities Management / EHS**
Digital daily and weekly logbooks

**Quality**
30+ step vendor approval process digitised

**Shipping and Warehouse**
Shipping and inventory request process transformed

CONCLUSION

By combining application delivery with training and mentorship, the client accelerated digital transformation while building the internal skills needed for long-term success. Key success factors included the two-track complementary approach, close collaboration and agile delivery, strong focus on innovation scalability and reuse, rollout and long-term support, and investment in employee digital awareness and skills. The programme established a repeatable, sustainable model for delivering innovation and building internal capability.