

**CLIENT
PROFILE:****SUN PHARMACEUTICAL
INDUSTRIES LIMITED**

Sun Pharmaceuticals Industries Ltd. is a multinational pharmaceuticals company headquartered out of Mumbai, India. The company, which saw nearly \$5 billion in revenue in 2017, boasts 40 manufacturing facilities, 23 offices and 3 research and development (R&D) labs that work in areas of psychiatry, neurology, cardiology, orthopedics, ophthalmology, gastroenterology and nephrology. The company employs 3000 people and markets over 200 products to 150 markets. To improve the validation of their computer systems, Sun Pharmaceuticals is deploying Compliance Associates Validator.

Phase one of their Validator deployment of the solution is expected to be completed January, 2018, with the system being optimized in a second phase in the spring of 2018. Sachin Bhandari is the global head of computerized systems compliance at Sun Pharma and leads the effort to automate and digitize the company's computer system compliance processes.

What brought Sun Pharmaceuticals to seek the help of Compliance Associates?

We are distributed across multiple manufacturing plants and offices in multiple countries. Because of this, it's difficult to document systems and review those reports in a timely way while maintaining integrity. It is an enormous amount of paperwork.

In addition, we are undergoing digital transformation to make our organization bigger, stronger and faster. To do that we needed a way to automate the computerized system validation (CSV) lifecycle.

Why did Sun Pharmaceuticals choose Validator as your compliance automation solution?

We had evaluated five solutions. Other solutions didn't accommodate our needs, which were to be easy to use, web-based and able to be operated by users with varying levels of expertise. In addition, we needed a solution that aligned with our existing quality management system.

Validator met our criteria in a database system that was content-based with had good quality control mechanisms. The team at Compliance Associates — in particular, our project manager Keenan Miranda — were quite knowledgeable and expert in the field of compliance validation. The CEO of Compliance Associates, Victor Zurita, also played a key role in our decision due to his deep understanding of our business challenges. They understood what we needed.

How many Validator users will you have in your current environment?

We will have approximately 400 users in IT, as well as 400 users in the lines of business that conduct reviews and approvals globally.

What benefits have you seen from using Validator?

By allowing us to digitize, it makes our compliance document approvals process faster. Instead of physical documents being moved throughout our organization globally, being printed and rescanned six or more times over the period of days and weeks, compliance document reviews and approvals will now take only minutes.

In addition, it improves coordination between manufacturing locations and offices and the availability of documents. Compliance and integrity is improved, because we are able to keep documents and information uncorrupted by human error.

When Validator is fully deployed we will be able to bring down development and deployment time and associated costs because different manufacturing locations will be able to work together more efficiently while maintaining compliance.

Does Sun Pharmaceuticals have plans to deploy any Validator modules?

We have the **Computer system** validation module already deployed and based on performance expect to deploy other modules in the future.



To learn more about Validator and solutions for process validation and equipment qualification, visit www.complianceassociates.ca

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