Fingent
Shaping the Future

Johnson&Johnson

55% Productivity Gained with Custom-built Project Management Software



Project **Summary**



Industry:
Pharmaceuticals



Region:
US



Challenges/Objectives:

- Ineffective data management
- Inability to make the right decisions
- Lack of transparency
- Project delays



Solution:

A Custom-built Project Management System to effectively track and manage projects



Results:

- 55% of Productivity Gain
- A better grip over general expenses and resources

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About **Client**

Founded in **1886**, Johnson & Johnson is an American multinational pharmaceutical, medical material, and consumer goods manufacturer headquartered in New Brunswick, New Jersey. They are involved in developing and marketing consumer healthcare, beauty/skincare, and baby care products. This project was specific to their consumer goods division locatedin Skillman, New Jersey. The division runs around **250** subsidiary companies operating in **60** countries and sales in over **175** countries.



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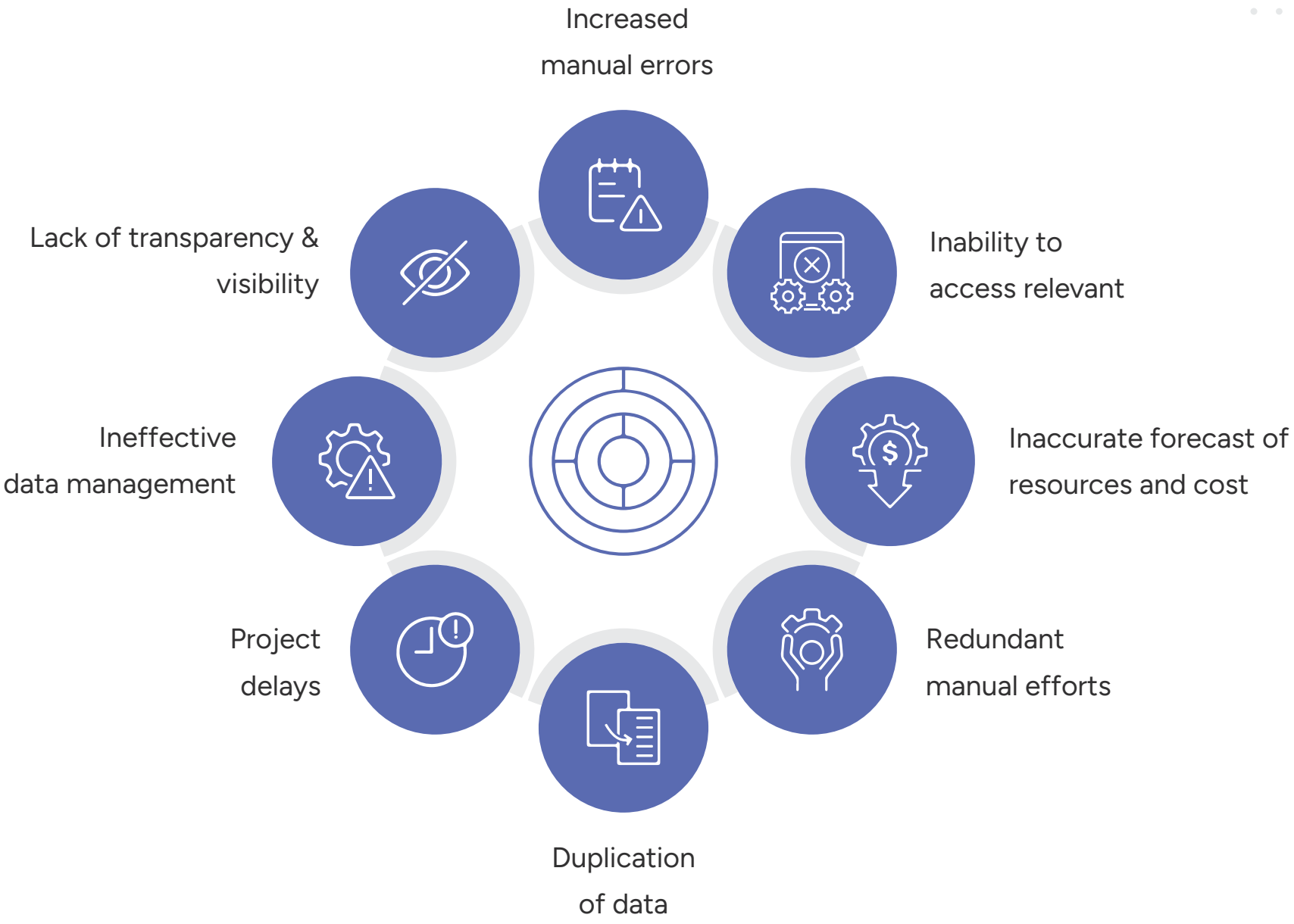
The **Challenge**

Johnson & Johnson's various units focus on operations like raw material supply management, quality assurance and compliance, Corrective and Preventive Action (CAPA) management, and supply chain analysis. The Raw Materials and Packaging Materials Center handles tasks like Packaging Material Change (PMC), Raw Material Change (RMC), and material governance for both PMC and RMC. Despite the complexity and scale of these operations, the departments primarily relied on spreadsheet software to manage, track, and execute their projects at this facility.

Spreadsheets are easy to manage initially. However, they become tough to track and manage as the business grows. Moreover, such tasks require a large team of skilled workers, which becomes a cost burden for the company. Over time, Johnson & Johnson faced ineffective project management. It became difficult for them to track their projects, access relevant data on time, make intelligent decisions, and accurately forecast costs and resources. The company experienced a surge in project delays, inefficient management, and declining work quality.



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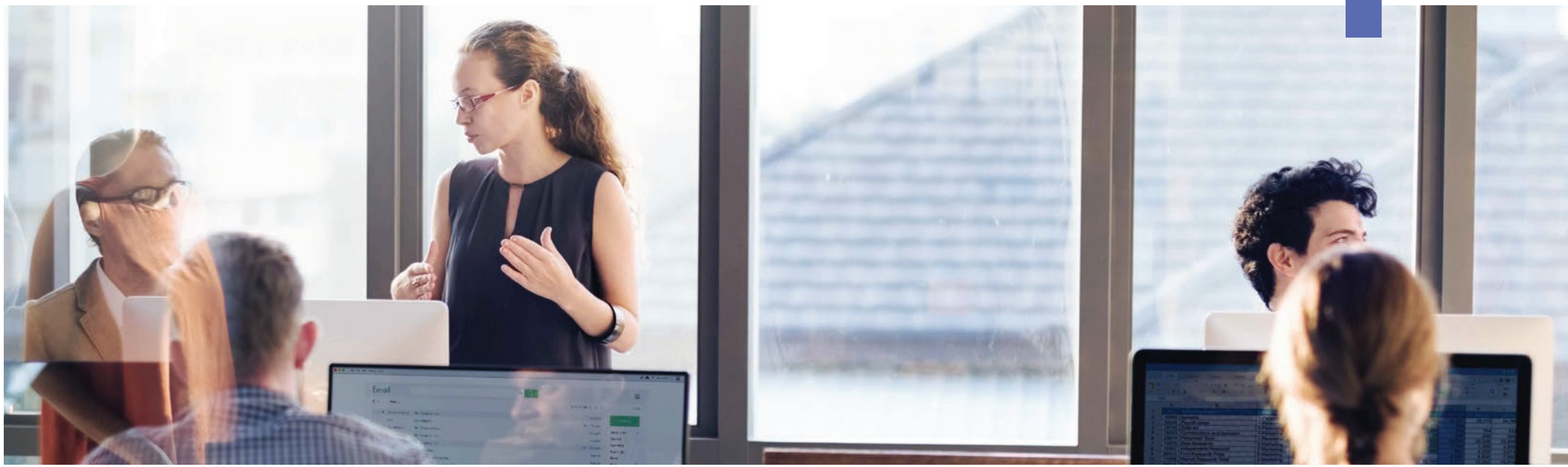


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Fingent's **Approach**

Clearly, a multinational company like Johnson & Johnson was sized beyond the capability of spreadsheets and manual processes. They needed a solution that tackled their existing challenges plus provided an all-in-one solution. Fingent envisioned a single project management tool for Johnson & Johnson that could help them identify project needs, manage team communication, escalate issues, allow project creation, modification, progression tracking, and more.

Thus, a customized project management solution was proposed to offer Johnson & Johnson improved visibility, data efficiency, and effective project management capabilities.



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The Solution - A Custom-built

Project Management System

The project management system streamlines existing processes and establishes new processes (where required) to manage material governance and supplier-related changes effectively. The solution consists of a desktop application that enables data collection and extraction. This helped the team derive project metrics easily. The application allows streamlined creation and management of projects for five different operational divisions within Jonhson & Johnson.



Data collection and extraction of project metrics



Project overviews of projects and related activities across work streams



Creation and management of projects (milestones, tasks, and schedules)

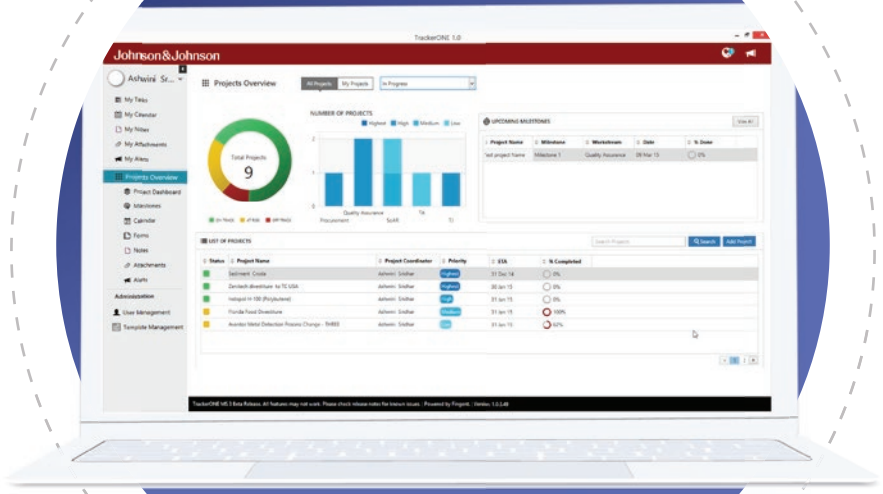
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Features

Secure access to all users within the company intranet

Supports of issues and notifications

Easy monitoring of project progress



Data repository of relevant information related to projects in one location

Insightful reports with charts

Direct assigning of tasks to users

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Implementation **Challenges**



Challenge 1

The client desired minimal interference from the IT department for support and approvals. Therefore, we implemented a lightweight solution using Microsoft's latest user interface framework, WPF, running on the .NET platform. We also utilized SQLite, a single-user database engine, with the database file residing on a network share. The application was installed separately on each target user's workstation.



Challenge 2

Another challenge was releasing database schema updates without overwriting existing data. The data access technology we used, Entity Framework, did not natively support schema upgrades for SQLite databases. Therefore, we developed a custom migration framework that seamlessly upgraded the database whenever required changes were introduced, preserving all existing data.

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The **Impact**

The solution helped Johnson and Johnson evolve from spreadsheet software to improve their workstyle for better performance efficiency. The platform consolidated and safely stored all data in a single unit, enabling the team to manage and timely access the right data easily. The platform also enabled the top-level managers to track and quickly analyze the status of every assigned project. Improved visibility empowered the team to effectively plan projects with accurate resources and budgets. Staff could also enter timely information and enable real-time intelligence for better decision-making. The solution also enabled the stakeholders to obtain an overview of projects and activities across different workstreams.

The Johnson & Johnson Raw Materials and Packaging Materials Center saw an overall productivity gain of **55%** within the first quarter of deploying the solution. The solution also slashed their technology expenses by half, using better insights, filtering options, and in-depth analytics into the breakdown and estimation of service costs. The managers testified to a better grip over general expenses and resources using this project management solution.



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About **Fingent**

We are a **Global IT company** providing strategic technology solutions for business complexities. Our technology and industry expertise enable us to deliver cutting-edge, scalable, secure, and easy-to-use software applications that empower enterprises to do more. We believe that, the judicious use of technology and a simple design can bridge gaps, deliver more success, and touch more lives through technology.

Reimagine your business today!

Build innovations beyond digital transformation with Fingent.

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