



# Kiara Health: Delivering World-Class Medical Solutions to Patients on the African Continent

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Kiara Health (Pty) Ltd is an African pharmaceutical manufacturing and healthcare services solutions company headquartered in Johannesburg, South Africa. It serves as the local, nonexclusive manufacturing partner for a global top-five pharmaceutical company and as a commercial partner for several global pharmaceutical and medical technology companies. The acquisition of a multinational pharmaceutical manufacturing facility by Kiara Health, sold to fulfil a need for transformation in the local pharmaceutical sector, sees the dawn of a new type of pharmaceutical company that offers an end-to-end solution along the patient journey. To transform its business, Kiara Health looked to adopt a digital foundation that could **simplify and automate its business processes**.



THE BEST RUN



# Consolidating Operations on a Stand-Alone, Cloud-Based Digital Platform with **SAP S/4HANA®**



## Before: Challenges and Opportunities

- Transition from the outgoing multinational company's highly customised ERP system in a four-month time frame
- Ensure that the production facility remained operational throughout the COVID-19 lockdown period
- Minimize business disruptions that might halt manufacture and in turn, put employees' jobs at risk
- Simplify and automate end-to-end processes, from product ordering through production, packaging, and distribution

## Why SAP and Seidor Westrocon (Pty) Ltd

- Consolidated operations on a stand-alone, cloud-based digital platform with SAP S/4HANA®
- Flexible, best practice, and standardized system that is easily adaptable to process changes
- Future-proof digital foundation to enable Industry 4.0 innovation aspirations
- Close collaboration with implementation partner Seidor Westrocon to develop a deep understanding of each department's responsibilities

## After: Value-Driven Results

- Empowered teams to make better decisions and improve the total performance of the business
- Enabled faster process execution from ordering through production, packaging, and product release
- Improved cash planning by reducing days to close from eight days to one day
- Improved internal responsiveness by connecting planning and production teams with the warehouse
- Increased end-user sourcing compliance and sourcing savings on direct and indirect spend

"SAP software gave us a **flexible yet standardized system that is adaptable to our needs**, allowing us to maintain best practices. It has also future-proofed the digital foundation of our business and enables our Industry 4.0 aspirations for the future."

Dr. Skhumbuzo Ngozwana, CEO and President, Kiara Health (Pty) Ltd

## 100%

On-time, in-full delivery performance, previously 80% to 85%

## 30 day

Reduction in inventory on certain inventory items

Featured Partner



**Kiara Health (Pty) Ltd**  
Johannesburg, South Africa  
<https://kiarahealth.com>

**Industry**  
Life sciences

**Products and Services**  
Pharmaceutical manufacturing and healthcare services

**Employees**  
50

**Revenue**  
US\$1.25 million

**Featured Solutions**  
SAP S/4HANA

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## Breaking Silos and **Creating Value** Across Supply Chain, Procurement, and Manufacturing

Kiara Health (Pty) Ltd acquired a manufacturing facility previously operated on a complex and expensive legacy enterprise resource planning system. However, with the emergence of the COVID-19 pandemic, local manufacturing capabilities became more important than ever for new owners Kiara Health. The transition from working in multinational company silos to operating as a team improved internal responsiveness and enabled significant value creation across supply chain, procurement, and manufacturing processes.

Working with partner Seidor Westrocon (Pty) Ltd to implement SAP S/4HANA® as Kiara Health's digital foundation resulted in tightly integrated and simplified on-time delivery processes that enable the team to get through work faster and troubleshoot with full visibility. Each team member can diagnose any challenge to understand what is impacting production or the release of the end product. The improved usability and support has helped Kiara Health reduce the total cost of ownership by 10%, while improving on-time and in-full delivery performance from 85% to 100%.

Kiara Health has enjoyed higher settlement discounts and improved brand reputation as a result of direct payment cycles. Costs have also been contained due to greater visibility and through leveraging economies of scale in the procurement process.



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