

MERCK CASE STUDY 2024

How Merck Site in Arklow, Ireland Achieved over €1.4M in positive impact through EviView digital solutions, by reducing downtime by 30% and saving €100,000 annually on Employee Time.

ABOUT MERCK:

Merck is a global leader in science and technology, specializing in healthcare, life sciences, and electronics. With a history dating back over 350 years, Merck operates across more than 70 countries, employing tens of thousands of staff worldwide.

ABOUT EVIVIEW:

EviView provides digital management solutions to enhance operational excellence in industries like pharmaceuticals and manufacturing, with tools that streamline shift handovers, improve data integration, and drive continuous improvement.

Industry:

Pharmaceutical,
Science & Technology

This case study pertains to the pharmaceutical sector, where Merck's Arklow site is dedicated to high-tech production in a regulated, data-intensive environment.

AT A GLANCE

Challenges



Fragmented communication across shifts



Manual, time-consuming data tracking



High equipment downtime and workflow inefficiencies

Key Features



Digital Shift Handover platform



Real-time data integration with SAP and Palantir Data Lake



Centralized platform for Manufacturing, Maintenance, and Quality Control

Results

€1,4M

cost savings and cost avoidance

30%

reduction in downtime

€100,000

in time savings

300%

increase in safety incident reporting



The Challenge: Manual Processes and Fragmented Communication

Merck operates 24/7, where effective shift handovers are crucial for continuous production. Excel sheets, paper records, and multiple digital tools like Teams and OneNote were adopted for communication.

While these methods have been widely used, they presented opportunities for improvement in information

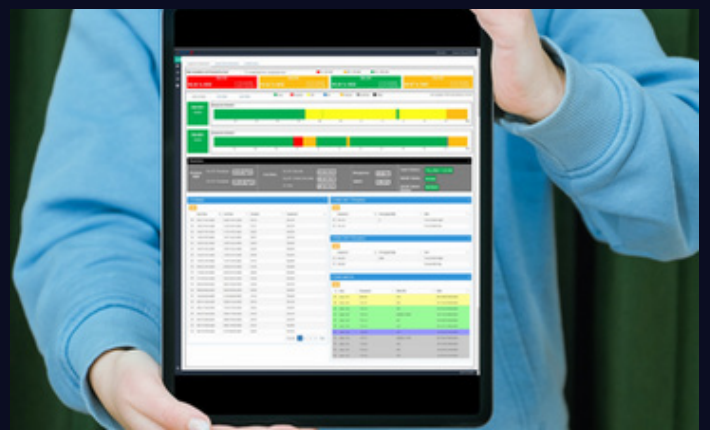
retention, data processing speed, and workflow efficiency. A strategic update was identified as a beneficial next step.

Merck needed a streamlined, centralized platform to enhance data accuracy, minimize downtime, and enable cohesive communication across departments.

The Vision: Enhancing Efficiency through a Unified Digital Platform

To support its strategic goals of operational excellence, Merck envisioned a digital shift handover process powered by real-time data and advanced analytics.

The goal was to eliminate manual inefficiencies, reduce information loss, and empower staff with a user-friendly platform that supported seamless decision-making and accountability. After evaluating options, Merck selected EviView for its robust, data-driven platform designed to optimize shift handovers.



EviView's Solution: A Tailored Approach to Shift Handover and Operational Data Management

EviView worked closely with Merck to deliver a customized solution that addressed the company's specific operational needs, focusing on three key areas:



MANUFACTURING:

EviView's shift handover provides visibility into completed and pending tasks, tracks processes through intelligent workflows, and captures time variations from standard production processes, ensuring transparency and accountability across shifts.



MAINTENANCE:

The platform enhanced visibility into the manufacturing schedule, facilitating the planning of calibration, preventive, and corrective maintenance. Equipment issues are now escalated directly by the manufacturing teams, and daily task statuses can be easily monitored.



QUALITY CONTROL:

The QC Module offers a comprehensive snapshot of all shift activities, tracking samples, delays, and the status of both testing and non-testing tasks across the team. This transparent tracking of the value stream enhances quality control and ensures clear communication.

EviView's integration with Merck's existing systems, including Palantir Data Lake and SAP, further ensures data consolidation and scalability, supporting Merck's operational objectives.



Key Results: Reduced Downtime, Cost Savings, and Improved Safety

Since implementing EviView's digital solution, Merck has achieved substantial improvements in efficiency and cost savings:

€1.4M

Positive Impact

Introducing a number of digital solutions that improved internal communication, tier meeting engagement, informed decisions and data aggregation resulting in savings and profits.

30%

Reduction in Downtime

Aggregating and centralizing downtime data created significant opportunities to reduce production delays, optimizing equipment utilization and streamlining workflows.

€100,000

Annual Cost Savings

By eliminating manual tracking and automating communication activities, EviView's platform saves an estimated 3.3 hours daily per operation team, resulting in €100,000 employee time savings annually.

300%

increase in safety incident reporting

Enhanced incident reporting enabled using GEMBA tool and Safety Walks. The new reporting mechanism led to a threefold increase in safety incident submission, fostering a proactive safety culture.

Scalability: Supporting Merck's Long-Term Operational Goals

EviView's solution has proven highly adaptable, aligning with Merck's growth and operational needs. Key scalability benefits include:

CENTRALIZED COMMUNICATION HUB:

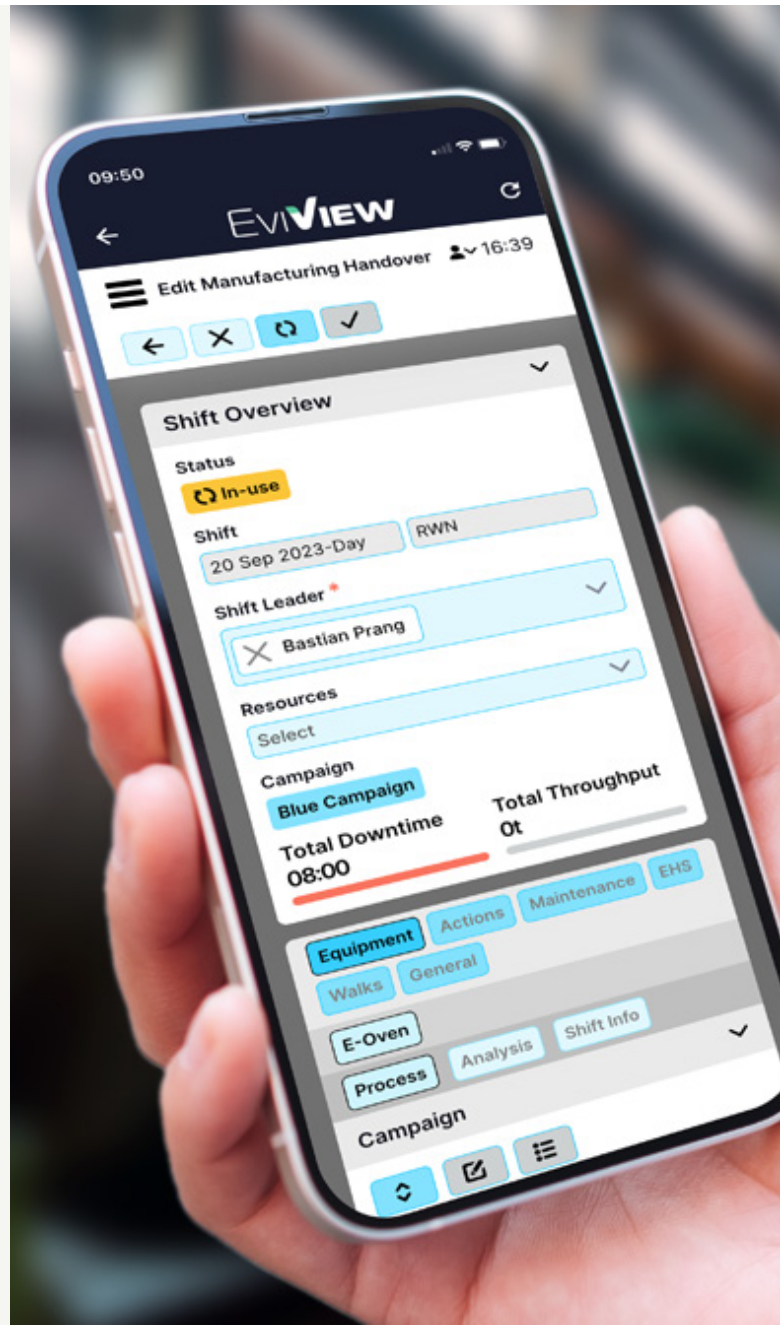
All shift data is now accessible through a single platform, improving cross-departmental communication and supporting data-driven decision-making.

ENHANCED ROOT CAUSE ANALYSIS:

With downtime tracking and analysis tools, Merck can address underlying issues efficiently, driving both immediate and long-term improvements.

CUSTOMIZABLE INTEGRATION:

EviView's platform is tailored to Merck's specific requirements, integrating seamlessly with established systems like SAP and Palantir Data Lake for a cohesive digital ecosystem.



Advancing Operational Excellence with EviView

Merck's partnership with EviView has set a new benchmark for operational efficiency, providing a unified digital shift handover solution that minimizes downtime and fosters a culture of continuous improvement. With actionable insights and real-time data, EviView continues

to empower Merck's strategic objectives, positioning the company for sustainable growth and operational excellence. For more information on how EviView can enhance your operations, visit eviview.com.



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