

Accelerating process innovation

Our investments in innovative technologies enable us to increase the availability and affordability of medicines across the globe, ensure stringent adherence to global safety standards, and enhance the overall quality of our pharmaceutical products, besides augmenting organisational productivity.

We have implemented multiple initiatives that yield a host of benefits, such as cost optimisation, safety improvement, operational efficiency and technological upgradation, among others.

We have a dedicated Center of Excellence (CoE) that facilitates the adoption of innovative technologies to support sustainable business growth. The CoE supports various functions across R&D, Quality, Finance, Manufacturing, HR and Supply Chain. Our IT CoEs work closely with the business functions to curate strategies that support innovation. A collective decision on technology uptake is made based on proof of concept and business case approvals.

We have outlined IT policies for effective implementation of our initiatives, which are supported by global compliance and IT standards, such as Information Security Management System (ISMS), and Information Technology Infrastructure Library (ITIL). Additionally, our Corporate Technology Team has established a strategic IT innovation and technology roadmap. This roadmap also drives the implementation of requisite IT policies across our business activities.

We prepare an annual budget at the department level that takes into account ongoing projects, new projects and cost components to support implementation of information security. We have also established an effective monitoring mechanism to strengthen our data integrity and security measures.



Glimpse of our technology and innovation management approach

The imperative

Enhanced technology and innovation enable sustainable manufacturing practices

Development of a differentiated generic and specialty pipeline

Cost effectiveness across business activities

Cornerstones of our approach

Unlocking lean manufacturing and process optimisation opportunities

Development of differentiated products across myriad markets

Strategic enablers

New digital technologies, such as Robotics Process Automation (RPA) and Augmented Reality (AR), among others

Dedicated R&D team led by the Chief R&D Officer

Periodic updates for continuous improvement with the Board of Directors (BOD) and Managing Director (MD)

Centre of Excellence (CoE) to encourage the adoption of innovative technologies

Aspirations

Increase investments in R&D and innovation to deliver transformative therapies and strengthen the global healthcare system

Our approach to information security

- * Implementation of global SOP on data across locations
- * Alignment with ISO27001:2013 for information security risk management
- * Presence of risk-based approach to mitigate security risk across people, processes and technologies
- * Implementation of Information Security Awareness Programme, Information Security Management System, GSOPs and defence in depth
- * Presence of 24x7 monitoring systems for threat identification and defined incident management processes
- * **Adherence to global data integrity and security standards:**
 - * US FDA – data integrity and compliance with Drug cGMP
 - * PDA technical report 80 – data integrity management system for pharmaceutical laboratories
 - * ISO27001 – Information Security Management system
 - * GDPR – personal data protection in the EU

Our focus on data integrity and security

- * Data integrity and security initiatives are implemented across the organisation through policies, procedures and mandatory information security awareness trainings for all users across the organisation
- * **Data integrity and security challenges are categorised across three broad parameters:**
 - * Breaches due to cyber attacks
 - * Insider threats
 - * Data integrity at the manufacturing level
- * Presence of defence in depth, 24x7 security operations centre and threat intelligent governance services as well as security partners to address the risk of cyber attacks
- * Alignment of Incident Management Policy with ISO 27001:2013
- * Established a data leakage prevention tool for insider threats. Data leaks are further investigated with the business and HR functions
- * Established global SOPs to carry out root cause analysis and risk assessments for manufacturing operations