



Advantage Customer Testimonial IT Development Analysts - Pharmaceutical

“Why does AIA supply software to us? Responsiveness, track record, working relationships”

“We are the world’s leading manufacturer of pharmaceuticals for diabetes care, and also produce medicines for other therapeutic categories. Our U.S. affiliate is based in Princeton, New Jersey, but the company’s manufacturing plant in Clayton, North Carolina – where we’re located – is the epicenter of its production of diabetes-related pharmaceuticals.

AIA is our major software supplier, and has been since before we arrived. We’ll work with them once or twice a year on major projects. The largest project we’ve done with them to date is the ongoing project to update the plant’s processing and intelligence software. AIA supplies us with GE Fanuc software for major SCADA upgrades like this one.

The impetus for this project was our need to get much clearer feedback about our manufacturing operations on the floor. Over the course of the next five years, we have certain internal efficiency goals we have to meet; we have to glean comprehensive and accurate downtime and efficiency information in order to make the decisions necessary to achieve those goals.

That’s why it’s so important for us to work with a distributor like AIA which is so well versed in this software. This isn’t an off-the-shelf product. It requires configuration activity to align it with the development and use of our plant intelligence. We chose it because we know it’s flexible enough to handle our anticipated future demand. Experience like AIA’s is critical to our understanding of the product’s capabilities.

We have an excellent working relationship with AIA. In fact, we think of AIA as more of a partner than a supplier. Why? Superb problem-solving skills, they don’t leave you high and dry after you’ve paid them, they’re available to help whenever you need them, and they always meeting delivery deadlines. Plus, they are not too proud to refer us back to FANUC or whomever we need if they can’t figure out something themselves.

Perhaps more than anything else, AIA has demonstrated extraordinary trust in us. Two things come to mind to illustrate this. Towards the end of last year we came up short in our budget and didn’t have the funds on hand to make a big purchase from AIA. But they didn’t hesitate: they got out product ready for us even though we couldn’t commit the money for it yet.

They don’t have problems with us when we use other software products we need to use. That’s different than most software people we deal with. AIA is open to working in conjunction with other software we’ve installed. Unlike other vendors we’ve used, they don’t pressure us for an exclusive relationship. Given our experience, we’d have no qualms about recommending AIA to other folks. In fact, we already have.”