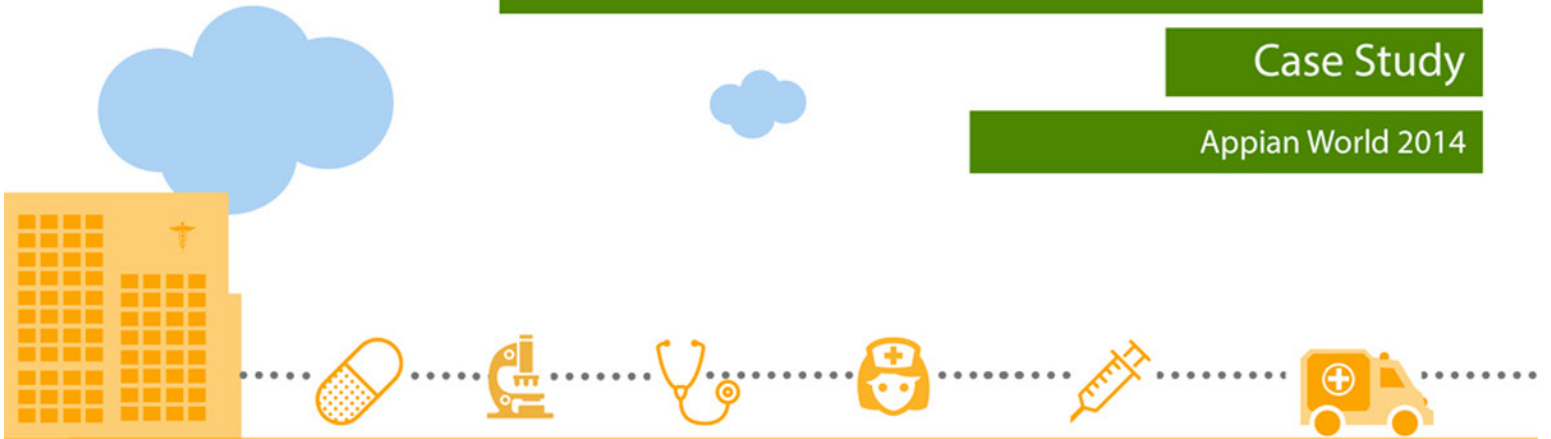


SAUDI FOOD AND DRUG AUTHORITY, RIYADH

Case Study

Appian World 2014



The Business

- Saudi Food and Drug Authority (SFDA) was established under the Council of Ministers resolution as an independent body corporate that directly reports to The President of the Council of Ministers.
- SFDA is in charge of safety, security, effectiveness of food and drug for humans & animals, complementary biological and chemical substances, cosmetics and pesticides, medical devices and its impact on public health, accuracy and safety of medical & diagnostic devices for the entire Kingdom of Saudi Arabia

The Need

- SFDA handles huge daily volumes of medical drug transactions like import, export and inventory. The transactions span KSA and countries outside of KSA. There was no single integrated system to handle the coordination of work.
- All transactions were earlier recorded on paper based entries which lead to time delay, and lower productivity . It was tough to keep track of each and every drug detail like amount of drug that entered into KSA, how much got used, where it got distributed etc.
- It was extremely difficult to maintain on paper, details of the enormous number of establishments and medical devices circulating within the country. Stabilization of standards for establishments and medical devices as per KSA's laws was consuming a lot of time and manpower.

The Past

- There was lack of a computerized system for maintaining drug, establishment and medical devices inventory and tracking within SFDA.
- All work was done manually and records kept in papers.
- With the existing system it was extremely difficult to obtain any real time data for drug volume forecasting purposes

The Preferred Vendor (Appian)

- ⊙ At SFDA, Appian's capability to integrate with real-time systems, external data sources and third party systems is highly leveraged.
- ⊙ Appian's real time reporting engine and built in document management system are critical parts of the overall solution.
- ⊙ Appian's in-memory database provides the necessary speed of response required for handling real time transactions at SFDA.
- ⊙ Appian's GUI based toolkit helps develop & deliver newer business processes in short cycles.

The Preferred Partner (Vuram)

- ⊙ A team that can work closely with SFDA's in-house BPM team and deliver the application on time.
- ⊙ A team with a history of delivering several Appian projects successfully in the Middle East.
- ⊙ A team with high quality Appian design and architecture experience.
- ⊙ A team capable of adding value to their business solution.

The Details

- ⊙ SFDA had a need to automate more than 60 processes into Appian all of which were paper based.
- ⊙ The first phase spanned for a year wherein the team automated the enrollment process for Narcotics application. Medical establishments were provided the capability to file in their annual needs, drug import licenses and import clearances with SFDA.
- ⊙ Max Vuram Team size – 5, Engagement Duration – November 2012 till Date

The Finale

- ⊙ The solution helped SFDA as an organization to realize the tremendous impact of going paperless.
- ⊙ The provided solution completely adheres to Appian best practices, in a way that makes it easy to handle frequently changing business rules.
- ⊙ The solution's reporting feature helps SFDA track drugs, establishments, medical devices and all its transactions in a real time manner.

