

# Hetero Healthcare: Helping Employees Excel at Lifesaving Work with SAP® ERP HCM

Hetero Healthcare Ltd., a group within Hetero Drugs Ltd., is dedicated to developing safe, cost-effective, high-quality pharmaceuticals that help people the world over live happier, healthier lives. Operating from a core belief in universal access to medicine at affordable prices, the group also runs programs to distribute lifesaving drugs to fight HIV and AIDS and various other neglected diseases to needy people around the globe.

In order to perform the research, development, manufacturing, and marketing that allow Hetero Healthcare to continue its heroic mission, the company deployed the SAP® ERP Human Capital Management (SAP ERP HCM) solution. Now HR has complete data on all employees and can better manage shifts, resolve disputes, and nurture talent. Because a satisfied worker at Hetero Healthcare can mean more lives saved every day.



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# Executive overview

## Company

Hetero Healthcare Ltd. (a group within Hetero Drugs Ltd.)

## Headquarters

Hyderabad, Andhra Pradesh, India

## Industry

Life sciences

## Products and Services

Development, manufacturing, and marketing of active pharmaceutical ingredients, intermediate chemicals, and finished dosages

## Employees

2,000

## Revenue

Rs 4 billion (US\$8 million)

## Web Site

[www.heterodrugs.com](http://www.heterodrugs.com)

## Partner

Altura Consulting  
[www.altura.in](http://www.altura.in)

## BUSINESS TRANSFORMATION

### The company's top objectives

- Consolidate disparate IT systems and migrate data to a single HR management solution that integrates with the existing SAP® software
- Maintain accurate, up-to-date employee data across departments despite high employee turnover

### The resolution

- Chose the SAP ERP Human Capital Management (SAP ERP HCM) solution
- Engaged Altura Consulting, launching in just two months and within budget
- Installed templates for personnel administration, organizational structure, and time and leave management

### The key benefits

- Robust reporting and analytics for key HR activities
- Fewer employee disputes and faster dispute resolution
- Time management tools to set shift schedules for 2,000 employees
- Automatic posting of salary, severance, and travel expense data from a third-party payroll system to the SAP ERP Financials solution
- Centralized master data for current and consistent workforce information
- Comprehensive talent management and appraisal capabilities

“SAP ERP HCM not only helped us cut the number of dispute cases and resolution time, but it gave us the visibility into root causes we needed to head off disputes in the first place.”

Santhana Raman, Project Manager, Hetero Healthcare Ltd.

## TOP BENEFITS ACHIEVED

**10%**

Fewer dispute cases

**15%**

Faster dispute resolution

**100%**

Fewer errors related to master-data preparation

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