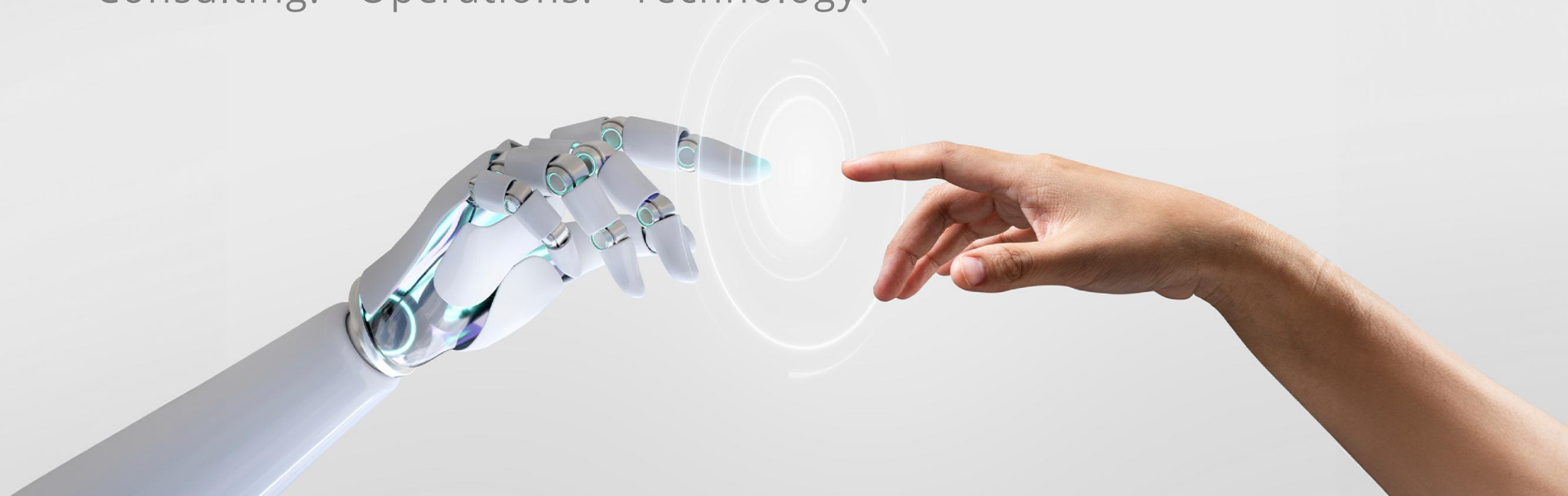


The GxP Operations & Technology Company

Consulting. Operations. Technology.



IT SERVICES FOR MANUFACTURING & OPERATIONS

MANUFACTURING IT - MANAGED SERVICES

We run manufacturing IT as the accountable owner: to manage, protect, comply.

Zero-touch Operations

- Intelligent event correlation
- Automated remediation
- Patch and lifecycle automation
- Orchestration across the estate

Hybrid Infrastructure Management

- On-premise and cloud estates managed as one
- Backup and disaster recovery
- Capacity and lifecycle management

Secure IT-OT Segregation

- Network segmentation between plant and enterprise
- Firewall and access governance
- Vulnerability management

GxP Compliance Governance

- SOP-driven and traceable operation
- Continuous security monitoring
- Centralised compliance dashboards

28

manufacturing sites in the estate
we manage

4

continents

7,000+

assets managed

160+

audits fronted, regulatory and
customer

ZERO TOUCH IT OPERATIONS

We run the estate so that the routine ticket never arrives.

Self-healing Infrastructure

- Known failure patterns detected and remediated automatically
- Removes the routine ticket rather than routing it faster

Zero-touch User Provisioning

- Joiner, mover, leaver driven from the HR record
- Access granted and removed without a manual queue

Automated Audit Evidence

- Compliance evidence collected continuously as the estate runs
- Removes the pre-audit scramble and its overtime

Patch, Lifecycle & Orchestration

- Patching and lifecycle run to a defined cadence
- Includes systems that cannot be patched on a normal schedule

38%

Net Savings On IT Run Cost

26

Hires Avoided Through Automation

1.7x

Return On Automation Investment

50+

IT Processes Automated Across 4 Sites, Absorbing 2x Growth

IT-OT SECURITY AND COMPLIANCE GOVERNANCE

We front the audit, with continuous evidence and data integrity governed to ALCOA++.

We Front The Audit

- Stand in front of regulatory and customer auditors on IT and computerized systems
- Evidence presented by the people who run the systems
- No critical findings on record

Gap Assessment And Audit Readiness

- Documentation review against the validated state
- Evidence packs assembled per system
- Backup and restore validation, tested rather than assumed
- Privilege and access reviews on a defined cycle

Continuous Compliance

- Digital SOPs, current and version-controlled
- A GxP asset inventory that stays accurate because it is generated, not maintained by hand
- Automated evidence collection through the year

DATA ENGINEERING & STRATEGY

We set up a governed data platform inside your own environment, built on medallion architecture.

WHAT WE CONNECT



Ingestion from your source systems

- Enterprise, laboratory, quality and shop-floor systems connect on reusable ingestion and validation components, shortening the build.
- Failing records are quarantined, not deleted.



Machine and equipment connectivity

- Where legacy equipment cannot report, we enable the signal at the machine with the OEM.
- An edge server carries it into the platform as data, not re-keyed values.



MEDALLION ARCHITECTURE, MANAGED FOR YOU

What it is. Medallion architecture organises your data into three layers: Bronze, Silver and Gold, so it survives outages, gets cleansed and conformed, and reaches your teams ready to use.

Bronze

Raw, per-source copy

Silver

Cleansed & conformed

Gold

Curated per domain

How we help

- We design the Bronze, Silver and Gold layers for your environment
- We build reusable ingestion and validation pipelines across sources
- We govern access per business domain, not per system
- We run and maintain the platform as it scales with you

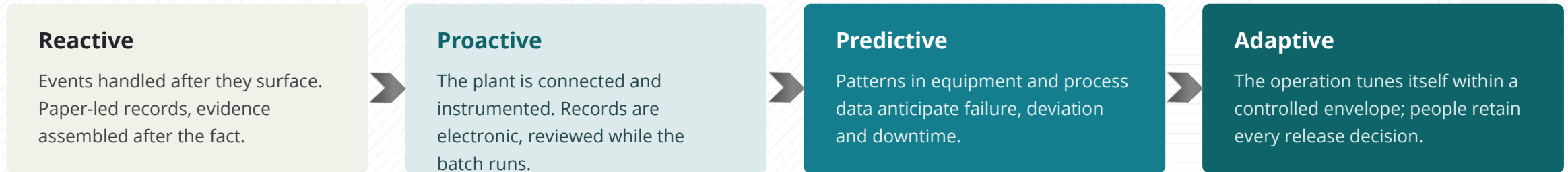


Exclusive manufacturing Lighthouse technology partner to a global generics manufacturer.

PHARMA 4.0 AND DIGITAL MANUFACTURING

We migrate plants to Pharma 4.0 in stages, proving each step on one line or unit before repeating it across the network.

MATURITY PATH



OUR APPROACH



How we assist the journey

- Position the plant on the curve and agree the target stage with the site.
- Sequence the transition site by site, against the production schedule.
- Prove each step on one line or unit before repeating it across the network.
- Hand over with the operating and evidence model in the site's hands.

WHAT WE BUILD



Manufacturing execution

- Electronic batch and production records
- Electronic logs, checklists and registers
- Historian and time-series capture
- L0 to L4 integration
- Paper-on-glass rollout as the first practical step



Digital factory

- Command-room dashboards for site and network views
- Predictive maintenance on critical equipment
- Process analytical technology
- Modernisation of legacy systems that cannot report



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M&A IT

When the estate changes shape we plan and de-risk the IT side, then execute the transition: mergers and de-mergers, new and inherited sites, right-licensing, and the design, planning and budgeting behind them.



Due diligence and migration

- We carry out IT due diligence before the deal closes: what is separable, what is entangled in a validated system, what has to be rebuilt, and what each option costs in time as well as money.



New and inherited sites

- **Greenfield:** we set up IT for new sites from an empty building.
- **Brownfield:** we take on existing systems, contracts and qualification history intact.

IT TRANSITIONS

Four stages, each with a defined exit.

1 Assessment

The estate documented as it actually runs, including undocumented dependencies.

2 Parallel run

We operate alongside the incumbent against the same tickets and SLAs.

3 Governed cutover

Accountability transfers on a defined date, with rollback defined.

4 Steady-state handover

Agreed service levels from day one.

Zero disruption to production, every time: on-site in Bengaluru, fully remote in Poland, remote across the US estate.

QUALITY APPLICATIONS

We take on the quality-systems estate end to end, vendor-agnostic, with 24/7 operations after go-live.

200+

RPAs validated

VENDOR-AGNOSTIC SELECTION ACROSS SUITE OF PRODUCTS

Quality management systems

Learning management systems

Document management systems

Laboratory information management systems

Validation management systems

Discovery & assessment

Current state, regulatory scope and the gap that actually needs closing.



Build, configure, integrate

Configuration to your processes, with integrations defined at the same time.



Testing & validation

Qualification executed and evidenced, with traceability from requirement to test.



Deployment & support

Rollout, then steady-state operation under agreed service levels.

ENTERPRISE APPLICATIONS

We implement, integrate and run the enterprise core on SAP S/4 HANA and ECC 6.0.

20+

SAP implementations

5+

Upgrades

PROCESS COVERAGE

- Manufacturing
- Logistics
- Supply chain
- Asset management
- Financials
- Analytics
- Electronic data interchange

SERVICE PORTFOLIO

- Consulting and landscape evaluation
- Implementations, rollouts and upgrades
- Integration into the wider estate
- Project management
- Application management services
- Audit support after go-live

INTEGRATIONS, SUPPLY CHAIN AUTOMATION AND EDI

We build and run the integrations across your IT estate, with a 24/7 exception desk.

Manufacturing Integration

- L0 to L4 under ISA-95
- Field and control through MES up to enterprise planning
- Fixes layers bought at different times, under different assumptions

Laboratory And Quality Integration

- Direct instrument interfaces
- File-based capture into laboratory systems
- Hold/release status carried through to fulfilment

ERP Interfaces

- SAP S/4 HANA and ECC 6.0
- Built as a managed interface estate
- Not one-off connections owned by whoever wrote them

Supply Chain Automation And EDI

- Order, shipment and invoice exchange
- Partner onboarding, mapping and testing before go-live
- Runs alongside your existing ERP and supply chain systems

Run And Exception Management

- 24/7 monitoring at L1 to L3
- Desk is staffed, not scheduled
- Silent failures caught before they cost a batch

SERIALIZATION AND TRACK AND TRACE

We implement and run serialisation compliance, from configuration to alert management.

30+

track and trace rollouts delivered

Serialization Data Exchange

- Serialized event data to trading partners and regulators
- Connected to the track and trace operation
- Covers national and regional verification networks

Alert management, run as a service

- Alerts detected, categorised and resolved under SLA
- Root-cause analysis on the pattern
- Pay-as-you-go, no long-term commitment

Implementation

- Level-4 configuration on leading networks
- Master data across products and markets
- Tested and validated before go-live

MARKET COVERAGE

European Union

Russia

Brazil

China

South Korea

Uzbekistan

Gulf & ME

United States

Pivot Path Private Limited

Demerged Entity of Arcolab

✉ info@pivotpath.com

📍 19/2, SKR Towers, 15th Cross Road, Dollars Layout,
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