



Thailand Pharmaceutical Group Relies on FlowWright to Drive Digital Transformation



Siam Pharmaceutical Group, based in Thailand, comprises three pharmaceutical companies with more than 1,000 employees.

“We wanted tools that could be used within the pharmaceutical industry. And, we wanted tools that were user-friendly.”

Joseph Ho,
Chief Information Officer

The Challenge: Finding Efficiencies and Improving Processes Across Three Companies

Siam Pharmaceutical’s mission is to develop high-quality, affordable products in the highly regulated and process-oriented pharmaceutical industry. To support the mission, the company launched a digital transformation project across all three of its subsidiaries to increase productivity and efficiency.

The company was searching for solutions to support workflow automation and project management when it discovered FlowWright. They wanted a provider with capabilities and experience in the pharmaceutical industry along with the ability to provide local support and training.

FlowWright Provides Accessible Solutions for Workflows and Project Management

Siam Pharmaceutical leaders evaluated several options in their search for software solutions. FlowWright emerged as the leading choice due to its accessibility and versatility.

A standout feature was FlowWright’s comprehensive drag-and-drop functionality, particularly the ability for users to easily create data entry forms. The capability includes a user-friendly interface that allows non-technical users to easily generate data usages and tables, enhancing productivity.





**It's simple to use, but
very comprehensive."**

Joseph Ho

Another key advantage was FlowWright's commitment to regional support. This local support enables prompt assistance and effective solutions tailored to Siam Pharmaceutical's specific requirements.

Among the challenges the company faces is sending information to the Thailand Food and Drug Administration as part of the product approval. It requires numerous project management processes. FlowWright provides dynamic project management options that allow the company to take advantage of both solutions: FlowWright PM and FlowWright Workflow Automation.

An added benefit is that the MES software used by Siam Pharmaceutical also uses FlowWright at its core.

Ease of Use Allows for Quick Implementation of FlowWright Solutions

The FlowWright software enables the Siam Pharmaceutical team to swiftly develop tailored workflows aligned with their unique requirements.

"It's exciting because I can do anything that I can imagine logically. The ability to visualize the design process enhances our understanding of our workflow. However, the process designer needs to continually learn how to use FlowWright tools to optimize productivity," said Thongtong Mahawongwiriya, operations manager.

The new system transformed operations, allowing the company to eliminate paperwork for thousands of chains while saving time. As an example, one team previously would spend two weeks quarterly to update the change controls. Now, it can be done anytime as needed allowing team members to focus on higher-value tasks.

"We're able to empower people to create transparent processes and prevent data loss. The savings are there," Ho said.