NEUDESIC

stryker®

Keeping medical devices fault-free and FDA compliant by eliminating 90% of costly disruptions in manufacturing processes

The Challenge

- Maintain manufacturing systems to the highest availability
- Improve system and data integration to reduce costly system failures
- Carefully track employee training to meet FDA compliance
- Establish and maintain a more proactive approach to systems management

The Solution

- Capitalizes on Microsoft BizTalk capabilities to execute a steady-state environment that eliminates failures
- Streamlines onboarding to quickly resolve issues before they become critical
- Unifies communications between two data centers with multiple environments
- Maximizes value and agility by offering both local and global expertise

The Benefit

- Accelerates production with better visibility into real-time data and status
- Shifts systems management approach from reactive to proactive
- Creates a clearer understanding of trends and priorities through better communication
- Provides more accurate and timely data during training to ensure compliance
- Safeguards uptime with a steady state environment and proactive process management

> *The Neudesic Managed Services team reduced our critical system failures from 2.2 per month to fewer than 3 per year. And those that do arise are handled quickly and efficiently.*
>
> – **Christopher Kurzyna, Senior Manager, Middleware Operations, Global IT, Stryker**

The Client

Stryker is one of the world's leading medical technology companies, producing reconstructive, medical and surgical, and neurotechnology and spine products that are available in more than 100 countries around the world.
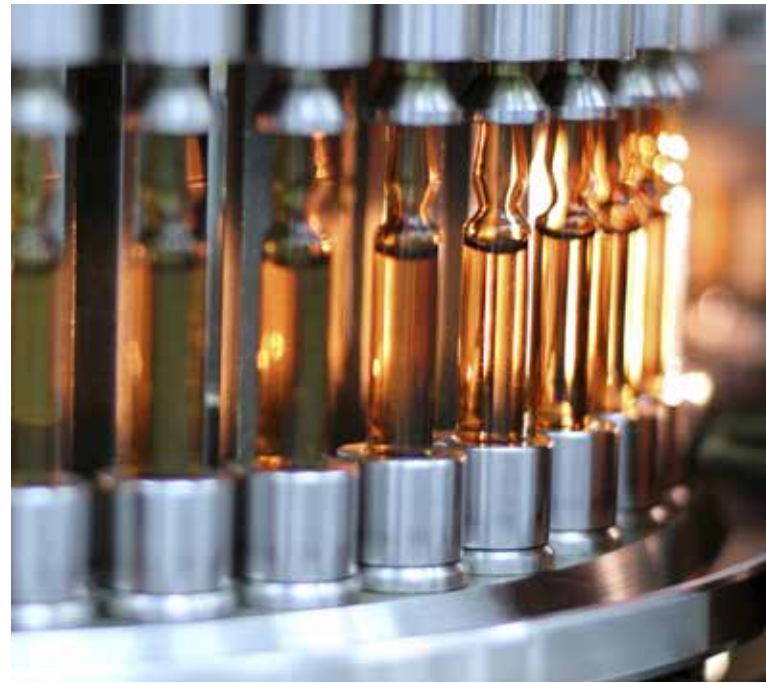
The Challenge

As a partner to the medical community, Stryker's diverse array of medical technologies and products must be fault-free and FDA compliant. "Life-enhancing and lifesaving products help reduce costs and improve efficiencies and outcomes for our customers," said Christopher Kurzyna, Sr. Manager, Middleware Operations, Global IT, Stryker. "Our manufacturing floor must flow seamlessly in order to optimize production and help us meet our mission of proven quality outcomes and sustainable profitability."

Stryker saw the need to improve integration of manufacturing processes and business operations to reduce costly system failures that trigger immediate and significant disruption to the flow of production. These incidents were taking place about twice a month, and each had the potential to cause hundreds of thousands of dollars in lost revenue daily due to downtime.

Instead of reacting to and managing events that cause downtime, Stryker wanted to leverage Microsoft BizTalk to craft a steady state environment that prevented these incidents from occurring. A new company factory opening in Cork, Ireland, provided the impetus to build out this all-new integration platform.

The Solution

Stryker's two data centers each handled multiple manufacturing environments – requiring an always-present team to handle workloads in a quality fashion. Given a lack of sufficient internal resources and the need to track employee training to maintain FDA compliance, Stryker began looking for additional resources and expertise to fully architect, deploy and support BizTalk.

Stryker choose to partner with Neudesic, not only because both companies share the same values and ideals, but also because Neudesic's managed services team had the agility and technical expertise Stryker needed to make an immediate positive impact on its BizTalk environment.

Ramping up for a managed services engagement typically requires significant time to establish documentation, processes and communication. However, "just as we were getting started, we had an immediate situation that needed handling and support," said Kurzyna. "Neudesic stepped in and ran with it – it was clear their perspective was all about making sure their client was 100 percent safe and comfortable with the system."

Neudesic accommodated Stryker's immediate needs by onboarding its team strategically in a phased process. And to facilitate and monitor the steadiness of Stryker's operating environment, Neudesic implemented a hybrid staffing approach, using local resources in conjunction with its global managed services team. "The support is exceptional and Neudesic's collaborative approach has helped improve overall development of our system solutions," said Kurzyna.

The Benefits

Neudesic's team of BizTalk experts delivered enterprise-wide system integration that enabled Stryker to uncover anomalies that could be corrected proactively. "We were suddenly in the driver's seat, with the ability to understand production trends and priorities," said Kurzyna. "This system transparency proved to be a tremendous factor in our company-wide shift to a proactive approach to systems management."

Millions of communication points are now being processed through Stryker's BizTalk servers at any given time. Points of failure can be identified in advance, giving Stryker the power to prevent costly downtime that may interrupt manufacturing flow. Employee training is tracked with ease and consistency, assuring that people on the factory floor are in compliance with stringent FDA production requirements.

From the service desk perspective, Stryker has an increased focus on customer service and quality initiatives. "Accountability is essential," said Kurzyna. "We're now able to avoid extended downtime by making customers aware of scheduled maintenance operations well in advance."

From a strategic standpoint, Neudesic has been critical to Stryker's long-term business success. The Stryker team now has more time to focus on other core initiatives, and the company is able to make sure proactive actions meet expectations, and its systems are set up for long-term efficiency, availability and high performance. "Neudesic consistently works at or above our standards," said Kurzyna. "The added bonus is that we now have a real opportunity to focus on the future of our systems."