Technology & Business Solutions Ltd.

-Providing Technology Solution to Business Needs Since 2005

TBS

*"Define-*Achieve*-Maintain"*

Pharmaceutical Solutions

About Us

Technology and Business Solutions Ltd. (TBS) is a software solution provider based in Dhaka, Bangladesh, established in 2005. Our organization has been providing customized software application service and products for the last 18 years to the domestic and international market. Our areas of work and system development is the Private Sector, Donor Agencies, NGOs, Government of Bangladesh (GoB) and the Overseas Outsource Market.

One of our expertise and domain knowledge is in the **Pharmaceutical** sector, and over the past many years designed developed and provided support to multiple software applications in this area.

Our Pharmaceutical Sector Clients and Partners

- Sanofi, Bangladesh Ltd (SBL) providing ICT solutions for 12 years
- Synovia Pharma PLC former Sanofi, Bangladesh Ltd (SBL) a subsidiary of Beximco Pharmaceuticals Limited. Ongoing
- PT Kalventis Sinergi Farma (Indonesia)

Our Pharmaceutical Solutions

- **Order Management System (OMS)**
- **Expense Management (ProExpense)**
- **Master Data (MData)**
- **Sales Analytica**
- **CRM System (PCRM)**
- **Promo & Sample Management**
- **Discount Management (eDiscount)**
- **Digital Marketing (DigiMarket)**
- **Event and Promotion Mgmt. (MarketAct)**
- **Training Management System (eTraining)**
- **Pharmaceutical Quality Compliance (PQC**)

Note: Clients can have individual or multiple solutions or all under one platform. All solutions listed has been provided to our clients and operational and under long term Service Level Agreement (SLA)

OMS

Order Management System (OMS) is a combination of both web and mobile application where medical sales representative takes order from their customers and submit the order through mobile / web application and then the order distributed to the sales centers automatically and in real time. Later, order is processed and delivered to the customers.

Scope and Benefits
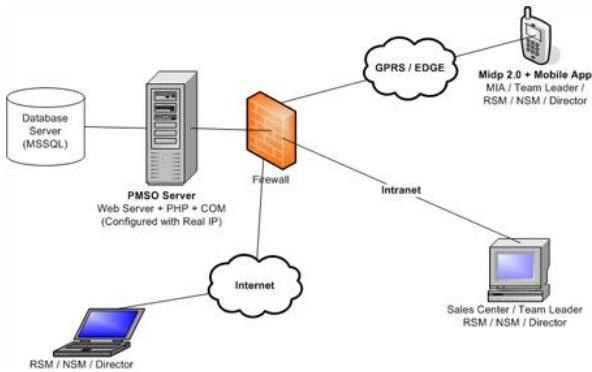
- Place Orders in Real Time
- Reduce Administrative Overhead, Cost
- Reduce Invoicing Errors
- Ensure Accountability
- Faster Order Processing and Delivery
- Increase Transparency & Sales

Features

Web Application

- User Management
- Sales Structure Management
- Sales Center Management
- Sales Center – Territory Relationship
- Customer – Territory Relationship
- Track Order
- Data Processing for Sales Center
- Upload Sales Target & Stock

Mobile Application

- Access Control Login and PW
- Search & Wild Card Searching
- Order Management
- No Order
- Save Order
- Update Order
- Update Customers & Products
- View Order
- Settings
- Change Password / Forgot Password

Reports

- Order Detail
- Sales Target vs. Achievement
- Cancelled Order
- Sales Target vs. Achievement
- Incentive Products
- Cumulative Sales Summary

ProExpense

ProExpense is web-based travel and expense management system for a company where each employee will be able to submit their expenses and travel requests in real time. It captures the expense as it happens for full visibility. Multi-role-based approval routing workflow, voucher attachments, reporting and dashboard, mobile responsive and many other features.

Scope and Benefits

- Centralize travel & expense management system
- Employee direct access to the ProExpense
- Real time expense visualization
- Electronic processing minimizing manual work
- Increases transparency, accuracy and reliability
- Easily enforce and change spending policies
- Faster processing and disbursement
- Approval flow for both travel & expense
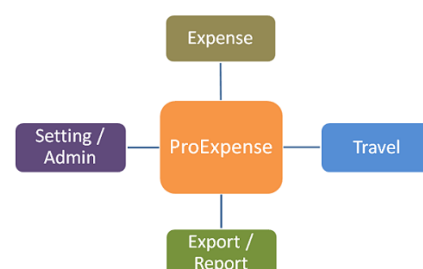
Features

Configuration & Settings

- Employee Management
- Manage General Ledger (GL) & Cost Center
- Manage Expense Type with General Ledger (GL)
- Expense Availability, Conditions & Threshold Managed by Job Grade
- Travel and Expense Rules & Policy
- Roles and Privileges
- Auditor / Finance Validation Team

Travel

- Travel Request by employee
- Travel Approval by Line Manager
- Travel Linking with Expense Report

Notification

- Email & application notification

Expense

- Expense Report
- Draft Functionality Available
- Exception Message
- Attachment Facility Available
- Recall Facility Available
- Work Schedule wise Expense Reporting
- Approval by Line Manager and Finance
- Reviewer & Forward Facility
- Printing Facility
- PDF Export Facility with All Attachments

Reports & Dashboard

- Individual Dashboard
- Multiple Reports

MData

Master Data is a central data management tool to control other modules and products/solutions

Scope and Benefits

- Master data managed centrally
- Roles and access managed centrally
- Login History checked by Admin

Features

- Employee
- Customer
- Institution
- Sales Structure
- Sales people field day / working day
- Product Brand, Product Group, Products
- Brick, Brick Customer, Brick Sales Structure Relationship
- Call related
- KPI related
- Coaching information
- Work Flow Management
- Discount related
- Bill Approval related
- Roles n Privileges

SalesAnalytica

Sales Analytica is a reporting tool for the sales, marketing and management team, to track, monitor, manage and evaluate orders, delivery return, sales, target, achievements and customers of pharmaceutical products.

Scope and Benefits

- Automatic MTD Email to the Management
- Monitor SF, Customer & Product Wise Sales
- Track Employee's History
- Territory and Customer Relationship History
- Order & Sales Growth
- Compare Order, Sales & Deliver Return
- Compare Target Vs. Achievement
- Order

Features

- Automatic data upload system for Order, Delivery Return, Sales, Stock & Order Void data
- Upload, Display and Download System for Order, Delivery, Return, Sales, Target, Budget & Stock
- Manual Run / Re-Run procedure if required
- Identify Untagged customers
- New Customer Work Flow
- Reports are viewed as per roles and privileges

Searching Criteria

- Date range, monthly, Quarterly, Yearly
- Product Group, Brand and Product
- Customer and others

Reports

- Total Order & Total Sales Report
- By Brand Report for Sales and Order
- By Customer Report for Sales and Order
- Sales Trend and Order Trend Report
- Delivery Return for Sales and Order
- Mirror report for Sales and Order
- Day wise for Sales and Order
- Customer by month for Sales and Order
- Sales Analysis
- Depot wise Sales Report
- Customer List
- Sales Vs Return
- Sales Vs Replacement

MSalesAnalytica

MSalesAnalytica is the Mobile and Lite version of **SalesAnalytica**, is a web based reporting tools for Field Force (FF) that can be viewed from their handheld Windows mobile phone. This tools generates reports on Sales, Customer information with tagging with Brick, Call/Plan, SFKPI and few more basic information that is very much required for our FF mobile phone.

Benefits

- Sales Rep & Team Leader will be able to view their target, sales, order and delivery data
- View their Customer Covered & Uncovered
- Day Wise Sales
- Brand Wise & SKU Wise Sales

Reports

- Sales vs. Target
- Order vs. Target
- Customer Coverage
- Daily Order vs Target
- Brand Wise Order vs Target
- Brand Wise Sales Vs Target
- Daily Sales Vs Target
- Total Sales Report
- SKU wise Sales Report

PCRM

CRM System (**PCRM**) allows sales representatives to enter their own activities like calls related information, call plans, and call reports in real time. The application has built in business intelligence and some of the features are; call planning & reporting, work schedule preparation and approval, multiple workflows, doctor customer relationship, product potentiality and many other.

Scope and Benefits

- Help Increase Sales Effectiveness
- Customer Call Tracking and Schedule
- Track Doctors visit or Call
- Sales Representative Scheduling
- Track Actual Visits and Calls (Daily, Weekly & Monthly)
- Track Customer; Potentiality & Geographical Area
- Sales Force Restructuring
- Promoted Product Management

Features

- Daily Activity related Master data
- Central & Employee Wise Call Bar Management
- Sales Line and Territory Wise Call Budget
- Leave Approval System
- Calendar for Official and Employee
- Doctor management through workflow
- Scientific Activity Plan & Execute by Territory
- Sales Structure Wise doctor and doctor visiting locations
- Call Plan & Reporting
- Copy Previous Month Call Plan
- SFE Work Schedule using Call Plan
- Work Schedule for Sales Structure
- Manage Coaching Marking
- Topic Create for Coaching with approval flow
- Team Leader Coaching

Reports

- YTT
- SF KPI & CPA
- Budget vs Call Plan
- Call Report by Doctor
- Coaching Summary
- Doctor wise Promo / Sample

PromoSample

Promo & Sample Management is to track promo materials & samples from end to end

Scope and Benefits

- Track Promo & Sample Centrally using the System
- Sample Allocation with Approval Flow
- Sample Requisition with Approval Flow
- Promo and Sample Dispatch by Central Ware house
- Challan Generate for Promo and Sample
- Receive Promo and Sample by Territory
- Adjust Promo from CW and SS

Features

Promo

- Opening Stock Upload
- PO Upload & Summary
- PO Receive & Summary
- Promo Allocation Upload, Automatic Allocation using application and Summary
- Dispatch the PA by Depot
- Challan Generate & Summary
- Opening Promo by Sales Structure
- Promo Adjustment for Central Warehouse
- Promo Adjustment for Sales Structure with approval process by Line Manager
- Stock Destroy & Summary

Sample

- Automatic Allocation
- Sample Approver Summary
- Dispatch
- Challan Summary
- Receive By Depot and MIA
- Sample Requisition, Approval, Dispatch, Challan, Depot Receive and SS Receive
- Sample Transfer
- Sample on hold

Reports

- Bin card Reports
- Inventory Report
- Central Warehouse
- Current Promo & Sample by SS
- Monthly SS wise collection and usage

eDiscount

eDiscount is a web based work-flow application that approves discount, FOC (Free of Cost) for our customers those are raised by our FF (field force).

Scope and Benefits

- Generate new condition for different condition type
- Approval flow generate based on product & Sales Line
- Approval by marketing managers and others
- After approval email goes to distributor
- User Delegation
- Approval flow management by user

Feature

- Manage product by Sales Line for eDiscount
- New condition create by Initiator
- Condition Approval
- Approval Summary
- Condition Summary
- Distributors Summary
- Manage Approval Flow
- Manage Initiator
- Delegation Mapping
- Condition Details Download

eBM

eBM is a web based solution owned by Finance to monitor and tracking the various bills those are need to be checked, cleared and notified.

Scope and Benefits

- Manage External Vendor
- Submit External & Internal Vendor Bill
- Track Bill

DigiMarket

Digital Marketing (DigiMarket) sends brand wise SMS to Doctor by Sales Representative and taking consent of doctors digitally instead of hard copy.

Scope and Benefits

- Taking doctor / physician consent through digital platform
- Sending customized SMS to physician instead of sending common information to all
- Printing cost reduction by sending information digitally
- Content Type: Text, Image, PDF, Video will be sent to the doctor

Features

eCon

- Send Consent Request (SMS, Email)
- Consent Form Submission
- Track Doctor Consent
- Unsubscribe Consent

eRep

- Content Creation
- Sales Force Sends SMS to doctor
- Doctor May Visit URL
- Track Doctor Visit

Reports

- Consent Request Send and Completed by Doctor
- Subscribe Doctor List
- Rep Trigger SMS Send and View by Doctor
- Unsubscribe Doctor List

MarketAct

Event and Promotion Management (MarketAct): Medical & Regulatory Affairs department interact with Healthcare Organizations (HCO) and Professionals (HCP) for marketing, captures interactions with HCO and HCP in detail.

Scope and Benefits

- To promote products, arrange various types of event activities like CME, RTD, Seminar and Symposium where Key Opinion Leaders (KOL) are speakers and other respective brand related doctors became participants and internal marketing employees
- Individual activity has its own rules and criteria and parameters
- There are classifications of KOL which is also managed and maintained in the system.
- Different types of documents need to be attached as pre / post activity based on the company policy.
- Uploading feature to add HCP as an attendee from defined template in activity
- HCP fees will be determined based on roles in activity and coefficients.
- All event status is viewed and monitored like raised, in progress, completed etc.

Features

Configuration & Settings

- Employee Management
- Brand & Product Cost Center Management
- Vendor, HCP, HCO & HCO MSA Management
- Manage Approval Flow with Cost Center, Threshold and Activity Type
- Manage Activity & Invitee Related Master Data
- Manage Activity Wise Fields for Event Details, Invitee and Documents

Admin Tasks

- Update Requester and Sender Information
- Activity Status Update
- Activity Date change
- Document Update
- Add new approver
- Replace approver
- Delegation

Self Service

- Employee Wise Dashboard
- Search Activity
- Create New Activity
- Approval of Activity
- Activity States: Withdrawal, Re-Submit, Reduce Budget, Revise and Close
- Post Activity
- Close by Closing Team
- Return Facility to Post Activity by Closing Team
- Delegate Approval

Reports

- Activity Report
- Coordinator Report
- Marketing Report
- KPK Report
- FMV Deviation Report
- Compliance Report

eTraining

eTraining is a web-based training tool especially for sales team where employee will be able to learn their assigned courses as per defined timeline, give exam, certificate generate automatically and etc.

PQC (Pharmaceutical Quality Control):

Pharmaceutical Quality Control is a web application for Pharmaceutical QC / QA to store batch analytical result, manufacturing information, and to track, monitors analytical / manufacturing data in a secure manner. The system supports the management of analytical result of Raw Material, Packaging Material, Water, and Stability. The main functionality of PQC is to track a batch life cycle from manufacturing to batch release. The system enables the printing of reports like Certificate of Analysis (COA), trend analysis and other reports.

Scope and Benefits

- Centralized Analytical Information Repository
- Enhance Productivity and Efficiency
- Improve Reliability & Accuracy of QC Process
- Faster Report Generation including APR
- Comply with Regulatory Requirements
- Faster Analysis of Data
- Secured and Consistent Approval Process
- Patient Risk Reduction

GMP, EU GMP Annex 11, EU GMP Part 11, 21 CFR Part-11 and ICH guideline.

Modules

- Product (Solid & Liquid)
- Raw Material (API & Excepients)
- Packaging Material (Primary & Secondary)
- Water (Boiler, Steel Mass, Purified, WFI, Tank, Feed, Softener)
- Stability (Development, Marketed & New Product)
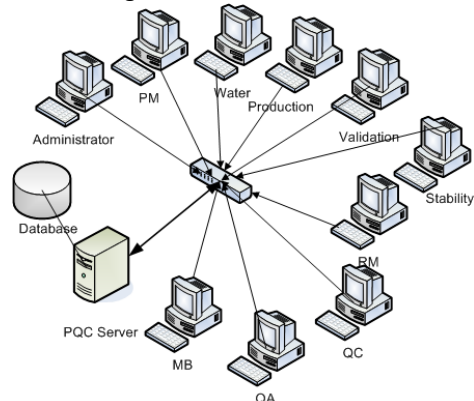
Features

Master Data

- Items (Product, Raw Material, Packaging Material, Water) Management
- Specification Management for All Items
- Shelf Life, Equipment and Others
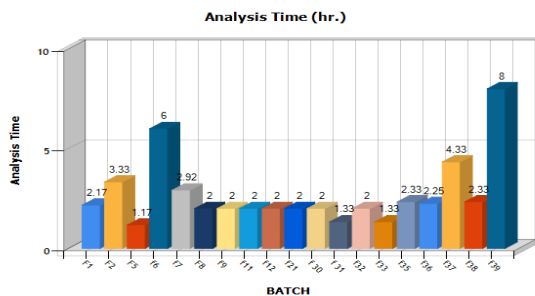- Analyst, Approver & Authorizer

Security

- User Management
- Active Directory Login
- Roles & Privilege Management
- Privilege for Edit & Update
- Track Login & Logout
- Audit Trail
- Session Timeout

Reports

- Module Wise In House
- Basic Data Reports for Products
- Certificate of Analysis (COA)
- Analytical and Manufacturing Data
- Graphical Reports of Trend Analysis

Analysis

- Batch Entry
- QC & MB Analytical Result Entry & Approval
- QA Observation Entry
- Validation of Products
- Authorization for Finished Products
- Raw Material Audit
- Email Notifications
- Alert for Out of Specification
- Generate Certificate of Analysis (COA)
- Automatic Stability Schedule Generation
- Stability Analytical Data Entry and Approval
- Printing Facility
- Rich Searching Features / Advance Search

- Analysis Time for QC, MB
- APR (Annual Product Review) for: Products, Raw Material, Packaging Material & Water
- Individual Specification by Items & Modules
- QO Cycle Time & Yield Percentage for Product

APR: Trend Analysis for Analysis Time

APR: Trend Analysis for QO Cycle Time
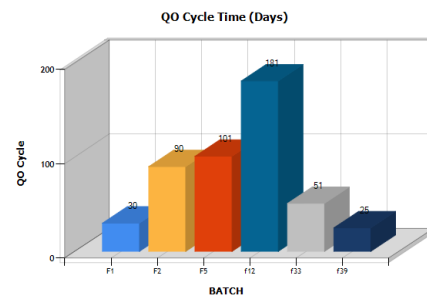
Other Solutions and Products:

Financial Accounting, Sales and Inventory, Procurement, Human Resource Management and other software solutions.

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