



Press Release

Export Update – Office Information Australia (OIA) - Workflows Abbott Manufacturing Singapore

Advantys WorkflowGen is now in Singapore

The Australian Trade & Investment Commission in Singapore has provided assistance to IT service provider Office Information Australia (OIA) over a number of years. In 2016 this allowed OIA to introduce a global workflow solution to Abbott Manufacturing Singapore, a leading Pharmaceuticals provider.

Since 1970 Abbott Manufacturing has been dedicated to helping people across the Asia-Pacific region live healthier lives through a diverse range of science-based nutritional products, diagnostic tools, medical devices and branded generic pharmaceuticals.

During 2016, Abbott Manufacturing Singapore had decided to move to a specialist workflow product to provide enhanced quality control and performance. They eventually chose Advantys WorkflowGen which is distributed in the Asia Pacific region by OIA.

For many years Abbott Manufacturing Singapore used a Forms-driven approach to workflows which managed Plant and QA Change Control within manufacturing processes. These forms were static in nature and an addition to their email (Lotus Notes) environment. *“We needed to be able to generate analytics and reporting in a real-time sense to assist our change control and associated production processes”* says Head of IT, Adrian Low. *“We also needed a system that could be fully maintained in-house by my team and provide the flexibility to perform changes swiftly”*.

Training and delivery were completed over an elapsed period of a month and workflows were built by Abbott’s team over a period of 1-2 months. *“We were pleasantly surprised with the ease of training and delivery – we are able to create workflow processes involving human and machine steps within a few days!”* says Amir, Abdul Hamid Project manager for Abbott Manufacturing Singapore. A senior Consultant from OIA attended site and provided training and casual support where needed.

“With the emphasis that the Singapore Government has been putting on automation and business efficiency, we are experiencing relatively high demand for workflow services.” stated Nigel Askew, Director of OIA. He added *“The customary ERP and Administrative applications of modern businesses are being streamlined by workflow applications which deliver real-time reporting and performance control.”*

About OIA

OIA offers a range of Information management and IT services designed to reduce costs and improve productivity and efficiency. The company works closely with leading technology providers including Advantys, Microsoft, HP, iManage and many others and is a leading provider of Enterprise Content Management systems and various related technologies like workflow, data capture, and Big Data analysis.

OIA team delivers large-scale hardware and software integration projects on-time and on-budget. Partnering with some of the world’s leading providers of technology more than 20 years, OIA brings it all together in end-to-end solutions that allow you to focus on running the business, not managing the IT.