



Convergenza fra ITIL e project management con Jira Service Management in Fidia Pharma Group

Piero Giacomelli | Fidia



FIDIA FARMACEUTICI: an overview

Since **1946**, Fidia and its subsidiaries operate across different therapeutic areas, focusing on **commonly occurring pathologies** with **social** and **economic impact, age-related diseases** and other **health-related conditions**, through partnerships with local distributors and wholly-owned subsidiaries.

To improve people's quality of life.



+1.400 employees globally



+370 millions € (2021), **49%** generated in foreign markets



1.300 international patents, of which **+1.100 involve hyaluronic acid** with different ranges of molecular weight, industrial processes, formulations, compositions, derivatives and applications.



Development of technology platforms, pharmaceutical products, medical devices and 'lifestyle' products, mainly based on **hyaluronic acid (HA)** and its **patented derivatives**

Global reach

+100 COUNTRIES IN THE WORLD

- local partners and distributors
- wholly owned subsidiaries in strategic markets, such as **USA, Germany, Austria, Spain, France, Middle East, Egypt, Russia, Romania, Czech Republic and Slovakia, Poland.**



Strong manufacturing focus

4 Manufacturing plants in Italy:

- **HQ - 214.000 m² in Abano Terme (PD)** we produce: **bottles, vials** and **pre-filled syringes**, multidose and single-dose **eye drops**, products for **topical use** (creams, gels, ointments and moist gauzes), oral solids (tablets and capsules), as well as taking care of the production of **active pharmaceutical ingredients** (APIs), obtained from tissues and by fermentation. We also handle **vaccine** production.
- **7,500 m² in Paderno Dugnano (MI):** we develop and produce systems for oral and dermal drug delivery (skin patches, rapid-cooling hydrogel, orally dissolving films and thin-film drug delivery). The site also has gauze and liquid filling lines (solutions, foams and sprays).
- **21,000 m² Research and Production site in Noto (Syracuse):** is specialized in the study of the production processes of **new enzymes, proteins** and **polysaccharides** by fermentation or through biotechnological processes, using non-pathogenic strains.



Why Atlassian/JIRA

old OTRS system

Does not fulfill the need of a modern helpdesk ticketing systems (GxP systems)

difficult to integrate with external source

Difficult to integrate endpoints an old fashionate web service. Integrating with PowerBI was nightmare

Microsoft project is a mess

but people still using it for project management!



So far

Jira project management
IT testing on project timeline and description in agile mode

End of December 2022

End of December 2022

JIRA Helpdesk
Full configured system with ITIL taste but GxP critical configuration

End of February 2023

Onboarding of all assets (servers, printers, sims, smartphone and so on).
Evaluating the Intune interface.



What is next?

1

Jira workflow for Asset request approval with Salesforce integration

2

Working on integrating Jira Assets with Microsoft Intune

3

Extending the projects activities to other departments

Why Würth?

skilled professional in particular in the setup phase



good project management



Contatti

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