

# Case Study: Pharmascience



**PEOPLE-FOCUSED  
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# SIMPLIFYING THE COMPLEX FOR PHARMASCIENCE

*A novel approach to Workforce Management configuration empowers Pharmascience to extend the life and functionality of their existing HCM investment*

With 1,500 employees, 2,000 products, and a sales presence in more than 50 countries, calling the Montreal-based generic drug manufacturer Pharmascience, Inc. “diverse” is something of an understatement.

In addition to providing life-enhancing – and in some cases, life-saving – pharmaceuticals, Pharmascience is widely recognized as an exceptional place to work. In 2021 alone, the company was selected as one of Canada’s Top Employers for Young People, named one of Montreal’s best employers by the Top 100 Employer Project, and earned recognition as one of Forbes magazine’s top employers of the year. In short, **Pharmascience recognizes the critical link between engaged employees and long-term success.**

That’s why they turned to Covalence Consulting.



*"Every dollar we save on infrastructure, and every minute we gain in efficiency is put to much better use serving our clients. Covalence shares the same philosophy. Their experience and expertise, combined with their dedication to transparency, clarity, and candor, generated significant savings for Pharmascience across the board."*

**JESSICA ZEIDAN, CPA-CMA  
STRATEGIC PARTNER & VALUE STREAM LEADER  
PHARMASCIENCE**



A long-standing UKG Pro client, Pharmascience was largely happy with their Human Capital Management(HCM) investment. Still, recent organizational growth and a need to track time and project data at a more granular level had triggered a search for alternative solutions to deliver the functionality they sought. Covalence Consulting was brought in to provide greater insight into their current, highly configured UKG Time & Attendance implementation.

“Time, activity, and job tracking demands are typically more complex for manufacturers,” stated Reid McLaughlin, Covalence Consulting’s implementation consultant assigned to Pharmascience. “Given the nature of what they’re producing, however, pharmaceutical manufacturers are often required to capture this information with greater granularity and specificity.”

Pharmascience needed to provide workers with the ability to select a very specific array of job types and tasks directly at the point of work. Doing so effectively required UKG Pro to make real-time calls to a central data repository, pull job and task data that was contextually appropriate for the line or project they were working on, and populate a dropdown list for the employee to use when logging time. Once the worker completed this task and the timesheet was submitted, the system needed to validate the data and route that information back to the data lake.

As Covalence walked the client through the capabilities of UKG Time & Attendance – both in its current implementation and through what was possible with some additional configuration – it became apparent that Pharmascience could secure the functionality they needed without incurring the stress, expense, and steep learning curve typically associated with rolling out an entirely a new platform.

“Although the required functionality wasn’t an ‘out of the box’ use case for the platform, a little creativity, combined with some ‘been there, done that’ expertise, gave us a high degree of confidence that we could make it happen,” said McLaughlin.



## From Planning to Action

After presenting these findings to Pharmascience's leadership, the company pivoted from selecting and implementing a new workforce management platform, to retaining their existing UKG Time & Attendance investment and tailoring the system to better meet their evolving needs.

"Once Reid highlighted the capabilities of our existing UKG platform, specifically how we could achieve our goals through some novel configuration, it was a pretty straightforward decision," stated Jessica Zeidan, CPA-CMA, Strategic Partner and Value Stream Leader at Pharmascience.

## The Benefits

In addition to addressing the more stringent time and activity tracking needs, the Covalence approach benefited Pharmascience in three key areas:

- ***Saved money***

By remaining with UKG, Pharmascience eliminated the budgetary strain of purchasing, implementing, testing, and tuning an entirely new platform.

- ***Saved resources***

From contracting to installation to training, selecting a new solution would have required a much more extensive investment of the team's time and energies, diverting them away from Pharmascience's core mission of improving the health and well-being of their clients.

- ***Eliminated disruption***

With the introduction of new systems comes the need to retrain employees, validate connections with other solutions in their tech stack, and contend with an often-steep learning curve. Covalence allowed Pharmascience to stay with a solution that is both familiar and comfortable for the team while making it even better suited to their unique needs.

"Every dollar we save on infrastructure and every minute we gain in efficiency is put to much better use serving our clients," said Zeidan. "After working with Covalence, it's clear they share the same philosophy. Their experience and expertise, combined with their dedication to transparency, clarity, and candor, generated significant savings for Pharmascience across the board. We truly enjoyed working with them and look forward to doing so again on future HR technology projects."



**RATED 5 / 5**



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