



| CASE STUDY

# How connected workers are powering stronger data integrity and efficiency for a global pharmaceutical manufacturer

Passwordless MES signing on the Nymi Connected Worker Platform



**“The value of combined improvements in operations, workflow, and user satisfaction allowed the customer to see a return on investment in five months after deployment, and they expect to see continued benefits at all levels.”**

## About the Customer

The customer is a top 20 global pharmaceutical manufacturer and Fortune 500 company whose portfolio of breakthrough products has advanced modern medicine. Their mission prioritizes innovation and excellence with a quarter of their revenue and 30,000+ workforce being dedicated to research and development.

As one of the most reputable pharmaceutical companies in the world, the customer owns the continual manufacture of life-impacting drugs for millions of people and drives discovery towards new ways of improving human health.

### Headquarters

United States

### Industries

Pharmaceutical manufacturing, including human injectable manufacturing, filling, and packaging

### Deployment

France, USA, China, and Japan



## Challenge

- Accelerating efficiency in a GxP-validated environment
- Utilizing a biometric solution with PPE
- Improving user experience across multiple environments

## Solution

A passwordless and contactless MES signing application enabled through a new connected worker identity paradigm. The Nymi Band™ blends biometrics, multi-factor, and continuous authentication into a practical and secure wearable format.

## Results

- Simultaneously increased efficiency, security, data integrity, and the user experience in one solution
- 93% employee adoption rate
- ROI in 5 months

## The Challenge

In an industry where quality and compliance affect billions of lives, it can be difficult to digitalize or accelerate processes even when the benefits are significant. Drug and vaccine production are governed by some of the most comprehensive regulations and audits. At each step of the manufacturing process, employee signoff is required to ensure that rigorous quality and compliance standards have been met.

Before the customer deployed Nymi, their operators applied signatures by either entering username/password into a manufacturing system, or with paper signatures. This meant that every operator had to enter dozens of signatures per day – a cumbersome practice that created a disruptive user experience and added considerable time and expense to the manufacturing process.

**The customer needed a solution that would address efficiency, data integrity, and user experience, while simultaneously meeting the stringent demands of pharmaceutical manufacturing environments.**

They wanted to enhance data integrity but reduce friction caused by using traditional credentials (such as passwords, pins, cards, and fobs), and therefore began to evaluate biometric-enabled solutions. Delivering a superior employee experience also meant having to remove the fragmentation caused by signing across multiple environments, as well as ensuring compatibility with Personal Protective Equipment (PPE) – two important requirements that traditional passwordless approaches could not meet. In addition, the customer wanted to remove the burden and cost of password resets and terminal locks.

## Requirements

To address all of its inter-related operational, compliance, and user experience concerns, the customer decided that it required a biometric solution that could work within the demands of pharmaceutical environments. It also had to:

- Be enthusiastically adopted by the employees
- Meet security and data integrity requirements while boosting productivity
- Work accurately under PPE
- Be compliant with data integrity regulations while removing user friction
- Be validated for GxP environments with reasonable, proportional effort
- Meet all internal and external validation and compliance requirements
- Be capable of global deployment to address the demands of different countries, sites, and manufacturing lines

All of this needed to be accomplished across multiple sites in multiple countries, multiple production lines, and varied environments, including clean rooms and non-clean rooms.

## The Solution

Ultimately, the customer selected Nymi because its connected worker approach was the only solution that could satisfy all key requirements.

Nymi is powering the next evolution of identity with a connected worker solution comprised of a platform and workplace wearable.

The **Nymi Band™** is recognized as an innovative wearable for how it combines biometrics, Zero Trust, and multi-factor authentication (MFA) in a Privacy by Design framework. The result is a highly convenient and secure paradigm for working that is passwordless, contactless, and handsfree. In one fingerprint authentication to their band, employees are connected to their workplace and enjoy all-day use across systems and networks (even through PPE). Nymi's cutting-edge approach to identity assurance is quickly becoming the preferred method at global pharmaceuticals for its ability to simultaneously strengthen data integrity, compliance, efficiency, privacy, security, and user experience.

The **Nymi Connected Worker Platform** leverages standards-based and partner integrations to compound the value of legacy technologies. A major deliverable in this project was to operationalize compatibility with the customer's existing Evidian deployment.

## Nymi & Evidian

The Nymi-Evidian partnership enhanced benefits to this global pharma by integrating passwordless and Single Sign-On (SSO) capabilities. The Nymi Band was connected to Evidian's Enterprise SSO and Authentication Manager to replace passwords for operators with a biometric-enabled wearable. The Evidian solution enabled the customer to use state-of-the-art authentication without needing to upgrade applications that otherwise would have had to go through an expensive re-validation process. Nymi was then able to compound value by connecting employees to their Evidian applications for passwordless, contactless, and handsfree work.

This partnership strengthens an organization's security posture by connecting strict password policy enforcement with continuous multi-factor authentication (MFA). Access to workstations, data, and applications is transformed with a Zero Trust framework and employees are no longer burdened with implementing strong security protocols. Together, Nymi and Evidian provided a non-intrusive, easy-to-deploy solution that made work easier and more secure for the customer and its employees.

## The Results

By deploying Nymi, the customer was able to increase manufacturing efficiency and productivity, systems security, data integrity, and compliance throughout its global facilities. The ability to integrate the Nymi Connected Worker Platform with existing parts of their company's infrastructure with no upgrades or modifications further extended its value, power, and cost savings.

The replacement of multiple disruptive logins with a single streamlined solution on a platform improved worker productivity and satisfaction, while also enhancing security. Essentially, shifting the responsibility for ensuring secure workplace connections from employees to the platform transformed the workforce from a known security vulnerability into a protective shield. Additionally, deploying this new type of connected worker solution allowed the enterprise to replace manual e-signatures with a fluid and contactless intent-based action of the wrist. This further improved productivity and worker satisfaction, while the strong biometric link to each digital signature improved end-to-end data integrity.

The incredible ease of use of the Nymi Band has contributed to a 93% user adoption rate in addition to the increased productivity already mentioned. The value of combined improvements in operations, workflow, and user satisfaction allowed the customer to see a return on investment in five months after deployment, and they expect to see continued benefits at all levels.

## About Nymi

Nymi has created an enterprise service that connects people to their entire workplace through one platform and wearable.

Connecting workers-as-a-Service is the safe, secure, and simple way for organizations to unlock agility, security, and scalability for the digital future.

Our customers represent 9 of the top 10 pharmaceutical manufacturers globally and we continue to expand into critical infrastructure sectors.

### Let's Connect

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