



2008

ELAN SOFTWARE SYSTEMS

EUROPEAN PHARMACEUTICAL MANUFACTURING
EXECUTION SYSTEMS CUSTOMER SERVICE LEADERSHIP AWARD

Elan Software Systems

The “2008 European Pharmaceutical Manufacturing Execution Systems Customer Service Leadership Award,” is presented to Elan Software Systems (Elan). Elan has demonstrated excellence in customer service through its well-established customer partnership approach, its efficient and effective customer feedback mechanism, and its highly customer-oriented service strategies. The ISA 95-compliant XFP-MES Suite is Elan’s offering to meet the specific requirements of its customers. A scalable and flexible solution, the XFP-MES Suite brings intelligence into manufacturing. It allows pharmaceutical manufacturers to improve their overall processes by making their design, execution, monitoring, control, and analysis processes more efficient. This ultimately results in increased visibility and optimized operational processes. High customer satisfaction achieved due to a dedicated focus towards developing innovative and laudable customer service strategies and successfully implementing them, in addition to providing the best-of-breed XFP-Suite, makes Elan Software Systems a worthy recipient of this Award.

**Shweta Shanker, Analyst, Industrial Automation & Electronics
Frost & Sullivan**

“Elan Software Systems is honored to receive this award. The ultimate compliment we can be given is when a Life Science customer trusts us to provide their mission critical Manufacturing Execution Systems. We work hard to listen to our customers and provide solutions that streamline their operational processes, promote manufacturing excellence, and allow them to focus on delivering quality products on time every time. We thank Frost & Sullivan for this recognition and we thank our many customers who have trusted us.”