

# Third IonPro allows expansion at Orbis, UK

## Pharmaceuticals | Case Study

### The Client

Orbis Consumer Products is a contract pharmaceuticals manufacturer. Together with its sister company Percuro Medica, Orbis operates two production sites in Park Royal, London where they manufacture analgesic and anti-inflammatory suspensions, including products for children.

These liquid products are produced using Purified Water which meets the requirements of the European Pharmacopoeia (Ph Eur).

### Key Figures

- Orbis is a major contract pharmaceutical manufacturer
- Production requires 500 l/h of Purified Water Ph Eur
- IonPro compact and easy to install

### The Client's Needs

Both manufacturing facilities have Veolia Water Technologies IonPro systems to supply Purified Water so, when the company decided to expand by acquiring a third manufacturing site close to the existing two, they turned again to Veolia Water Technologies.

Orbis required an additional 500 litres per hour of Purified Water Ph Eur. The company's operators were fully trained and familiar with the IonPro system and Orbis QA Director, Kamlesh Vaghjiani, was very happy with the consistent water quality and small footprint. He also wanted to minimise spares holdings and to simplify servicing of plant, so it was logical to install a third IonPro.

### The Solution

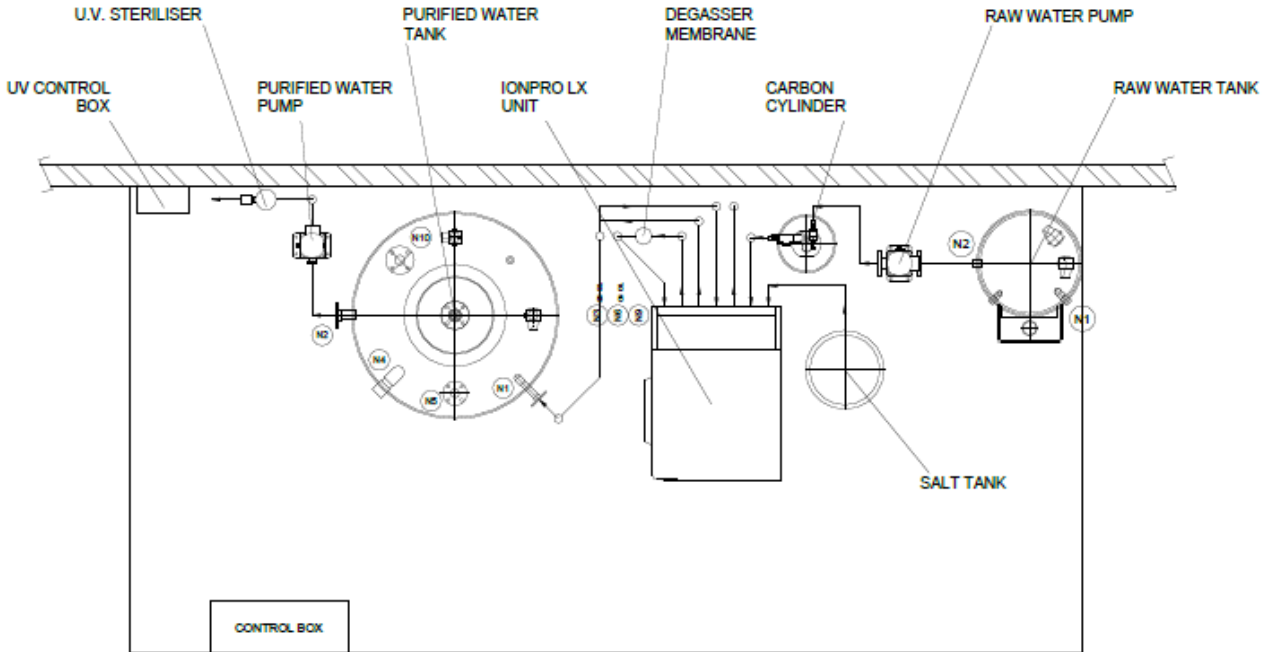
To support the increased demand, Veolia Water Technologies supplied a new IonPro Purified Water System. Installation of the compact IonPro is easy and, like the previous two systems, was undertaken by Orbis themselves.



The IonPro System consists of a mains water tank, activated carbon filter, duplex softener, primary deionisation by reverse osmosis and polishing deionisation by CEDI. The resulting treated water is delivered to a storage tank from which it is re-circulated via a UV disinfection unit and ring main supplying the various points of use.

All three of Orbis' IonPro units are covered by a single AQUAservice Secure - 24 hour response service contract which means that Veolia Water Technologies's engineer can carry out routine maintenance in a single visit which reduces down time and minimises disruption to manufacturing. The contract includes emergency breakdown cover and an in-depth annual report for regulatory compliance.

## Process Description



## Results

By installing a third IonPro System, this not only minimises stock holdings of spares, but also no additional training is required for staff as they are already familiar with the technology and operation of the plant.

With an AQUAservice Secure - 24 hour response service contract, Orbis has the peace of mind that all 3 plants will be fully supported to help them maintain production uptime. And with service engineer continuity, any issues are easily prioritised to ensure that there is minimal disruption to production.



AQUAservice also provides additional benefits, such as the provision of consumables prior to a service visit, so no parts ordering needs to be done by Orbis, which significantly reduces admin time.

### Veolia Water Technologies

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