

Precision Support When It Matters Most: How Blue Ridge Helped a Pharmaceutical Manufacturer Stay Online and Ahead



The Challenge: High Stakes, High Pressure

With environmental controls that leave no room for error, even the smallest contamination can ruin a batch of life-saving medication—costing up to \$1M per batch.

Like many in the industry, the manufacturer struggled to hire qualified instrumentation technicians, putting more burden on their engineering team. The constant firefighting of emergency calls and unplanned issues left engineers with little time for documentation, preventative maintenance, or long-term improvement projects.

A major pharmaceutical manufacturer's facility operates in one of the most tightly regulated environments in manufacturing: pharmaceutical cleanrooms.

Burnout was becoming a real risk, and after-hours emergencies only made things worse. Entering the cleanroom required a careful 10-minute process both in and out to maintain sterility and meet compliance standards—making remote troubleshooting an important efficiency boost.

This manufacturer needed more than a vendor. They needed a strategic partner who could fill skill gaps, reduce emergency strain on engineers, improve daily operations, and enable longer-term planning.



The Solution: High-Caliber Talent Meets Flexibility and Trust

Blue Ridge answered with a custom-tailored time and expense model that delivered exactly what the manufacturer needed: skilled automation and electrical support with the flexibility to scale, shift, and respond in real time.

Dedicated on-site personnel were provided—a foreman and instrumentation technician—who integrated directly with their maintenance, planning, and engineering teams.

Blue Ridge's responsiveness included remote Facetime troubleshooting to avoid unnecessary cleanroom entries and after-hours on-call service that directly prevented a batch loss.

Our technicians quickly became an extension of their team, working closely with maintenance, engineering, and operations departments and building relationships throughout the organization.

By establishing clear processes aligned with the manufacturers' safety and compliance systems, engineers were free to focus on long-term improvements—enhancing productivity, and reducing burnout.

Services included:

On-site electrical and automation troubleshooting

PLC and HMI diagnostics and programming (Allen-Bradley, Siemens, Ignition)

Instrumentation calibration and installs (flow, temperature, pH, conductivity, pressure)

Electrical troubleshooting (24VDC, 120VAC, 480VAC), MCC, and drive work

LOTO and emergency shutdown response

Proactive shift reports and CMMS integration

The Outcome: Resilience, Readiness, and Results

With Blue Ridge in place, the manufacturer saw immediate improvements across operational, cultural, and compliance fronts:

Emergency calls were resolved faster and with less strain on internal teams.

Engineers could focus on long-term improvement projects instead of daily firefighting.

Support was available when internal resources were unavailable—ensuring no downtime during vacations, PTO, or medical leaves.

Documentation, shift reports, and CMMS entries became part of the daily routine.

Compliance requirements were met without slowing down production.

The value of the partnership was clear, and the original contract was extended - two Blue Ridge technicians remain embedded in the facility today. Discussions continue around adding a third technician and expanding support into additional departments.

Despite occasional internal challenges around procurement and staffing structures, Blue Ridge has remained a trusted, agile partner—filling critical gaps and flexing across production, packaging, and utilities teams as needed.

When every second—and every vial—counts, don't settle for reactive support. Choose a team that works side by side with yours, with the skill, flexibility, and foresight to help you operate with confidence.



The Takeaway: Your Team's Extension, On Call and On Point

The Blue Ridge Service team didn't just provide skilled technicians—we delivered peace of mind in a high risk, high-regulation environment. From after-hours saves to daily documentation, our team became a trusted partner that continues to help this manufacturer stay compliant, efficient, and future-focused.

One engineer noted,

There are numerous systems and integrators out there that promise to meet business needs, but Blue Ridge truly delivers. The Blue Ridge Production Analysis system has not only met all my expectations but is also fully capable of achieving everything I envision for the future. With the combination of a dedicated team and this innovative software, we are poised to create a truly unique platform that will revolutionize the manufacturing market.



Let's design smarter, safer systems—together.

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