

Case Study



Global Pharmaceutical Leader Achieves Operational Excellence

Abstract

A US\$ 42 billion global leader in drug development and healthcare products partnered with Infosys in 2006 to optimize costs and enhance operational efficiency. We combined customized tools and templates with a structured governance model and effective compliance management to reduce the cost of operations and throughput time.

Delivering Incremental Value

Our engagement can be classified into three phases. We started with a small project, gathered momentum with each milestone project, and went on to deliver transformational value.

Prove: In April 2006, we began by executing the instructions of the company. We focused on delivering services and proved that we can meet Service Level Agreements (SLAs) from day one.

Trust: We inspired trust by suggesting enhancements and implementing them. Status meetings focused on enhancements and ideas rather than SLAs, marking the beginning of a long-term partnership.

Transform: The IT leadership of the company visited Infosys and discussed the engagement road map. We embarked on large upgrade and global implementation programs. Our projects became cross-divisional and focused on benefits.

Addressing Challenges with Bespoke Solutions The company had undertaken an unsuccessful off shoring pilot project with a consulting major. Thereafter, it partnered with Infosys for ERP services to achieve cost optimization and operational efficiency. Our customized tools and templates ensured prompt delivery and reduced costs.

We introduced a structured governance model to translate the company's goals into engagement goals. A dedicated Pharma Compliance Center of Excellence (CoE) reduced compliance cost and cycle time of processes. We developed a compliance management module to reduce compliance cost and throughput time.

Infosys focused on effective staffing, monitoring and 100% adherence to SLAs to reduce lead times. Several joint initiatives and enhancement plans accelerated time-to-market of SAP business solutions. In addition, our proactive systems and global support helped the company achieve operational excellence.

Realizing Business Gains

Infosys realized significant benefits for the company during the three-year engagement through process improvements, automation, business process simplification, and application rationalization:

- Enhanced multiple processes including configuration change management, development, requirements gathering, system configurations, customizations and testing
- Ensured effective program management and ownership of large projects
- Realized monthly savings of more than 20% with our Global Delivery Model (GDM)
- Developed several tools to standardize processes, increase the accuracy of shared data and save manual effort
- Reduced throughput time to 20%
- Increased customer satisfaction consistently
- Reduced cost of operations
- Enhanced operational efficiency

Client Speak:

“I want to acknowledge the value created out of the partnership with Infosys to support the RTP ADM activities. Several years ago, we started to implement a vision to improve day-to-day support activities for the Ariba and SAP application. The monthly metrics speak for themselves. We have achieved a consistent steady state of support activities; driving down ticket volume through change management and proactive system improvements. In addition, the team has provided scalable support for key RTP and sourcing projects and system enhancements. The most impressive were the results delivered in April. Through our strong partnership, we were able to deliver many key business initiatives, including cash flow improvements before the SAP upgrade freeze period. Please share my appreciation and recognition with your extended Infosys team members.”

Director-Sourcing, a leading drug development and healthcare products company



For more information, contact askus@infosys.com

About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

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