

Case Study



Pharma Major Streamlines Operations with Direct-to-Pharmacy Supply Chain

Abstract

A US\$ 31.6 billion global pharmaceutical company wanted to augment the delivery of SAP services. The pharma major providing shared finance and accounting services to marketing companies needed to replace its existing wholesale-agent supply chain with the Direct-to-Pharmacy (DTP) model to realize business benefits. The replacement and subsequent upgrade had to be executed within stringent contractual and legal timelines.

Infosys effected a business transformation by leveraging best practices, cost optimization techniques and world-class delivery models. We implemented a Direct-to-Pharmacy supply chain using a customized methodology that delivered monthly savings of 700,000.

Gaining Trust through Reliable Performance

Infosys implemented an end-to-end solution with a customized plan based on Information Services Project Management Methodology (IS-PMM) using the company's existing European template. We leveraged our experience from similar implementations to ensure prompt execution of the upgrade program and downstream projects. Existing components, reports, programs, tests, documents, and other artifacts were re-used wherever possible.

Infosys demonstrated total ownership of the implementation by entering into a fixed price contract instead of the time and material pricing model used in upgrade engagements. Our right sourcing approach to implementation combined with offshore delivery minimized the cost of implementation.

Infosys designed best-in-class business process maps, and standardized the solution and processes with minimum customizations to meet localization requirements. Testing of more than 450 test conditions were undertaken in a bi-lingual, multi-stakeholder environment with the company's selling agents. We deployed an Integration Testing Strategy to crunch the testing phase to six weeks, saving effort of 10 weeks.

The project involved parallel implementation on two versions of SAP 4.6C and ECC6.0. We seamlessly integrated three complex systems, including a credit and quota management system used by agents.

Business Benefits

- Prompt execution of the implementation and upgrade projects helped meet contractual and legal timelines
- Ensured business continuity
- Delivered monthly savings of approximately 700,000



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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