

Pharmaceutical giant partners Infosys to alleviate its Indirect Procurement Process

Overview

*Country/ Region: Across Geographies
Industry: Pharmaceuticals*

Customer Profile

The client, headquartered in Switzerland, is one of the largest pharmaceutical company in prescription, OTC medicines, and Infant food as well veterinary medical products.

Business Situation

The client is using Ariba Buyer to manage their indirect procurement at their European subsidiaries and US divisions.

The Solution

A comprehensive planning and execution approach helped client realize an effective and smooth production support and upgrade.

The Benefit

Stabilized Production Support across all instances resulting in greater business confidence.

The client, headquartered in Switzerland, is one of the largest pharmaceutical companies in the world with presence in over 70 countries and with over 100,000 employees. They are global leaders in prescription, OTC medicines, and Infant food as well veterinary medical products.

Situation

The client is using Ariba Buyer to manage their indirect procurement at their European subsidiaries and US divisions.

- The enterprise has highly customized versions of "Out-Of-The-Box" Ariba Buyer application which has come into place as a result of business scenarios such as mergers and specialized business needs.
- Complex Support requirements.
- Segregated Support & Development teams for all instances. No opportunities to leverage existing knowledge base, resource optimization or peak ticket load handling across instances
- Support SLA issues and pending enhancements pipeline existed, as internal support teams handled additional responsibilities.
- Catalog Search and Load issues impacted application functionality

Infosys' Approach

The client partnered with Infosys Technologies (NASDAQ:INFY), a world leader in consulting and information technology services, to

provide steady state production support and enhancement of Ariba Buyer 7.1 for all instances

True to the statement that "***A business strategy in today's fast paced economic environment is a constantly shifting process***", the client partnered with Infosys

To upgrade instance from Ariba 7.1 to 8.2 for Europe & US divisions and

subsequent production support and enhancement of Ariba Buyer 8.2 for all instances

Solution

A comprehensive planning and execution approach helped client realize an effective and smooth production support and upgrade.

Salient features were:

- Leveraging Global Delivery Model (GDM) for successful upgrade and production support.
- A strong Ariba practice working on diverse projects from package evaluation to global template roll-out to upgrade to support & maintenance
- Infosys understanding of clients indirect procurement processes as we were already providing Production Support (1+ years) to US and Europe instance

Business Benefits

- Stabilized Production Support across all instances resulting in greater business confidence.
 - Deployed key business functionalities including enhanced compliance and reporting by establishing a focused development track that prioritized and cleared the long pending enhancement backlog.
 - Established a supplier enablement track to streamline supplier related activities.
 - Cost savings due to smaller support teams and off-shoring.
 - Reduction in response time and turnaround of requests.
- Successfully Upgraded two Ariba Buyer instances using a global hub model and a shared resource pool to optimize effort balancing and knowledge management

A Partner of Choice in Supply Chain Management Services

Infosys leveraged synergies arising from multiple teams at onsite, and offshore locations, helping to build a strong foundation as a preferred partner of choice in the SCM space.

The client complemented Infosys team

As we approach year end, we would like to highlight the accomplishments of our IT (ie onsite client's team) and Infosys team in building a strong, stable Ariba ADM support model. The team accomplished all its goals, despite significant challenges.

With an Ariba development capability now in place, Infosys is ramping up to support the Ariba Development needs for our 2008 project portfolio. Previously these projects would have been staffed with difficult-to-find local consultants

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