INNOVATION THROUGH INTELLIGENT AUTOMATION

Pfizer is committed to innovation across its business. As a strategic partner, Infosys is aligned with this vision by innovating through automation and artificial intelligence .

Infosys®
Navigate your next

A BETTER WORLD

Pfizer is one of the world's largest pharmaceutical companies, with a vision to mobilize innovation to build a healthier world. This approach is perfectly aligned to Infosys' own core values and culture of innovation, and the two companies have enjoyed a highly productive relationship for over a decade.

It was natural, therefore, that Pfizer should ask us to use our innovations to provide continuous cost savings while improving overall IT operations efficiency for all the stakeholders involved.

CONTINUAL IMPROVEMENT

We saw an opportunity to leverage artificial intelligence (AI) to collect and aggregate organizational data from people, processes and legacy systems into a self-learning knowledge base and then automate repetitive business and IT processes.

Our strategy was to deploy Infosys Nia™, an AI-based platform that delivers next-generation automation technology. The aim was to:

• Improve compliance through user access automation

• Improve productivity through the elimination of manual effort in data verifications

• Increase application availability through round-the-clock monitoring

• Standardize user management across the application portfolio

• Enable communications to stakeholders throughout the request workflow

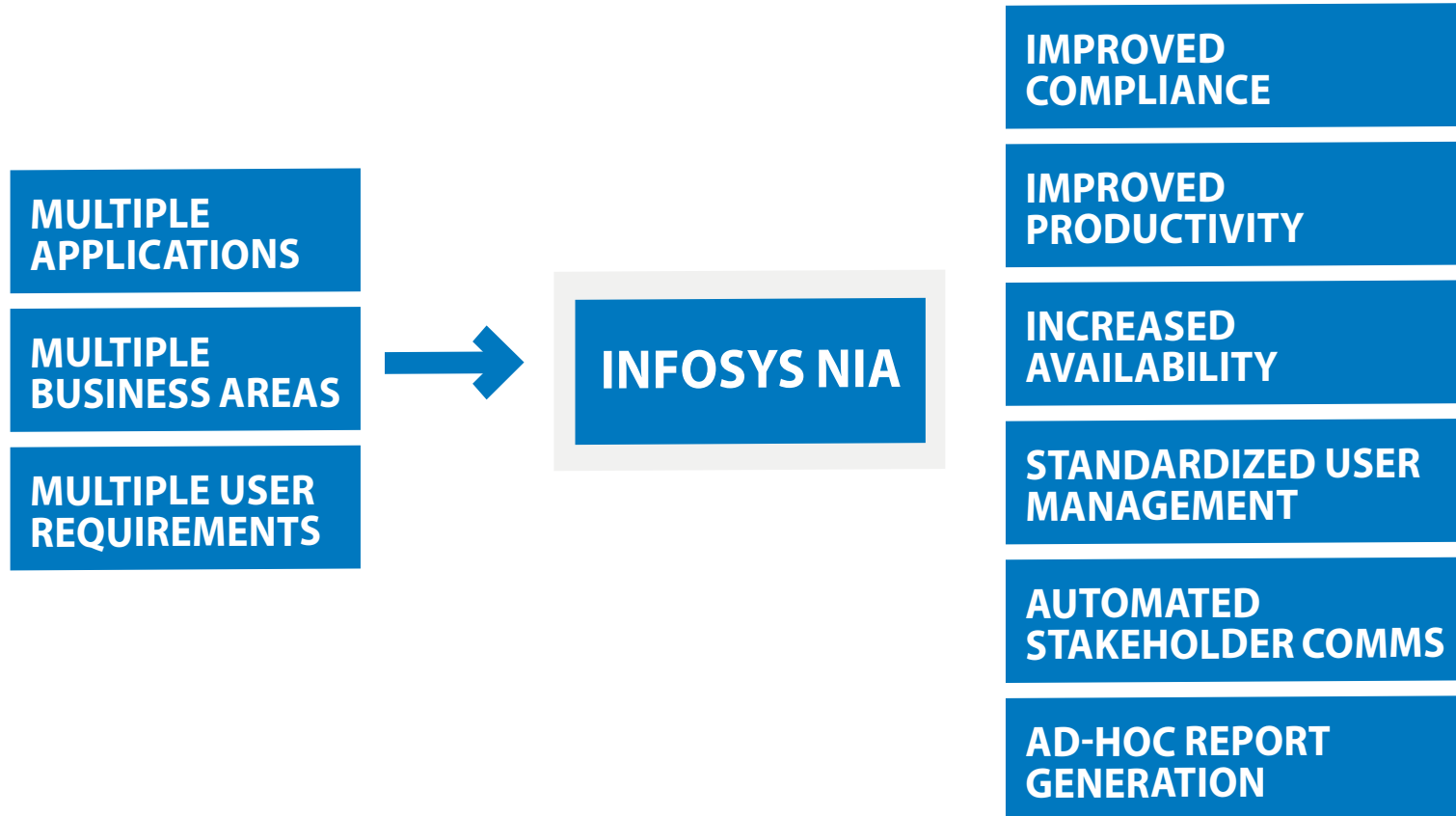• Generate ad-hoc reports when required by the business.

NEW LEVELS OF EFFICIENCY

The deployment of Infosys Nia to dramatically enhance the efficiency of Pfizer's global operations has taken the synergies between Infosys and Pfizer to new levels. We are actively leveraging the power of Infosys Nia to realize gains across a broad spectrum of IT operations, including improved infrastructure operations and accelerated R&D as well as improved application management.

BREAKTHROUGH

We leveraged Infosys Nia to dramatically enhance the efficiency of Pfizer's global operations.

AUTOMATION IN ACTION

MULTIPLE APPLICATIONS

MULTIPLE BUSINESS AREAS

MULTIPLE USER REQUIREMENTS

→

INFOSYS NIA

IMPROVED COMPLIANCE

IMPROVED PRODUCTIVITY

INCREASED AVAILABILITY

STANDARDIZED USER MANAGEMENT

AUTOMATED STAKEHOLDER COMMS

AD-HOC REPORT GENERATION

REAPING THE REWARDS

THE USE OF AI HAS IMPROVED RESPONSE TIME, INCREASED PRODUCTIVITY AND REDUCED COST ACROSS THE BUSINESS. THE FIGURES PROVE THE SUCCESS OF THE INITIATIVE:

UP TO 10% REDUCTION IN TOTAL COST OF OWNERSHIP

17+ BUSINESS PROCESSES AUTOMATED, ACCOUNTING FOR A THIRD OF TOTAL OPERATIONAL VOLUME

100% FDA REGULATORY COMPLIANCE FOR AUTOMATED TICKETS

OVER 15% INCREASE IN JOINT TEAM PRODUCTIVITY

22% PRODUCTIVITY IMPROVEMENT RELATED TO CRITICAL OPERATIONS REQUIREMENTS

10% IMPROVEMENT IN RESPONSE PRODUCTIVITY

20%

PRODUCTIVITY IMPROVEMENT RELATED TO CRITICAL OPERATIONS

UP TO

10%

REDUCTION IN TOTAL COST OF OWNERSHIP

WE DID THIS FOR THEM. WE CAN DO IT FOR YOU.

Find out more about how AI and Infosys Nia can improve productivity and reduce costs. Reach out to us at askus@infosys.com

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"

For more information, contact askus@infosys.com

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