



CASE STUDY

Intelligent Automation to Enhance Global Operations – A Zero Distance Initiative



Abstract

Biopharmaceutical giant, Pfizer, is bridging the gap between stakeholders and end users by leveraging a strategic partnership with Infosys to integrate the power of intelligent automation with its core automation capabilities. This aim has been realized with the deployment of Infosys Nia™, an artificial intelligence-based platform that delivers next generation automation technology.

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As a leading global player in the biopharmaceutical arena, Pfizer is committed to the vision of mobilizing innovation to build a healthier world. Toward this end, their strategy revolves around utilizing innovation as a core aspect of business by fostering scientific discovery to develop breakthrough products. This approach is perfectly aligned with Infosys' own core values and culture of innovation.

The partnership of over a decade has fostered various automation-driven transformation programs. Now, the deployment of Infosys Nia to dramatically enhance the efficiency of Pfizer's global operations has taken this synergy to a new level. Today, Pfizer is actively leveraging the power of Infosys Nia to realize gains across a broad spectrum of IT operations – from improved infrastructure operations to accelerated R&D and commercial application management.



Highlights of
**Infosys
Automation
Platform**
Implementation at
Pfizer

Up to **10%** reduction in total cost of ownership



Over **15%** increase in joint team productivity, allowing more efficient resource utilization



17+ Business processes automated, resulting in 1/3 of all operations volumes being automated



22% Productivity improvement related to all critical operations requirements



100% FDA regulatory compliance for automated tickets in all automated processes



~**10%** Improvement in response productivity through automation



THE AUTOMATION PLATFORM ENSURED

Improved compliance through user access automation

Improved productivity through elimination of manual effort in data verifications

Increased application availability through round-the-clock monitoring

Standardized user management across portfolio

Automated communications to stakeholders throughout request workflow

Ad-hoc report generation as per business need

For more information, contact askus@infosys.com



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