



PHARMA AND BIOTECH CASE STUDY

PHARMACEUTICAL COMPANY BACKGROUND

A leading pharmaceutical company discovers, develops, manufactures, and markets leading prescription medicines for humans and animals and many of the world's best-known consumer brands. The innovative, value-added products improve the quality of life of people around the world and help them enjoy longer, healthier, and more productive lives. The company has three business segments: health care, animal health and consumer health care. The products are available in more than 150 countries.

CHALLENGES FACED

- **Needed pro-active, consolidated, efficient managed reporting system**
Present reporting system involved manual report preparation and information discovery within reports which resulted in lot of queries and required the NASS staff to reanalyze results manually which was time and money consuming.
- **Needed business process improvements for cost saving and improving efficiency**
Present process involved manual analysis of existing reports for projects which weren't approved or funded for all the invoices and vouchers related to these projects. This took up lot of time and money.
- **Automation of Reconciliation Process**
Present process involved detailed data extraction, manual marking off of items, and manual follow up procedures.
- **A solution to provide timely and complete information required for Internal Audit**
Present process involved downloading and analyzing data manually.

SOLUTIONS PROVIDED

- **Reporting System and Business Process Improvements**
 - A pro-active consolidated reporting suite that provides information to colleagues, management and the sites as and when they need it and to actively advise them of events that will aid in job performance and also allows the users to drill down to derive the detailed information.
 - Reports including status reports daily and weekly, reports aiding company savings like cash discount, taxes etc., Trend Analysis for 12 months, daily voucher analysis and operational alerts to help with processing cycle.
 - Reports providing information about projects and whether it is funded or approved.

- **Automation of Reconciliation Process**

The solution provides automated follow up, automatic reconciliation process, semi automated entry of non electronic statements, automatic statement load, full reporting suite, attached follow up notes to a transaction, the ability to implement automatic reconciliation rules which can be checked in the automated reconciliation process. Reconciliations implemented are:

- Accounts receivable to General Ledger Reconciliation
- Purchases Clearing
- Inter-Company
- Accounts Payable to General Ledger Reconciliation
- FA to General Ledger Reconciliation
- FA Suspense Account Reconciliation
- A&C Cash Account Reconciliation

- **ASOL Analysis for Internal Audit**

Timely and Complete information is provided to Internal Audit to monitor the ASOL system in an easy to use format and a pro-active manner.

- Summary reports provide information on ASOL profiles and elementary analysis. They also allow drilling down to details like title, location, division, approval type, peer information.
- Reports about error detection across the ASOL database
- ASOL approval levels tracking by Job Title when they are outside average ranges.
- Tracking revisions by peer, location, division.

TECHNOLOGIES USED

- Business Intelligence with Cognos Suite
- Data Warehousing with Sql Server 2000 and Oracle 9i
- Oracle 11i Financial ERP Implementation and Integration

BENEFITS REALIZED

- **Improved Information delivery, speed and availability** on the web and reduce the need for downloading data and reduce the time in collating information.
- **Drill down capabilities provide summarized, accurate information** allowing better analysis (Trend Analysis etc.) and save users from extracting and undertaking excel sheet analysis manually.
- Significant difference in correcting key errors and reduced resulting return rates.
- **Alerts** regarding cost have potential to **save \$2 million** per annum.
- Overall a well structured environment where there is a **common reporting interface, catalogue, data mart, standardized report delivery, change control structure** resulting in huge saving in terms of time and money.
- **Cost savings, enhanced service delivery** to sites and **improved work practices and processes**.