

## Use Cases for Life Sciences: Global Ordering and Scientific Requests

Unify and simplify data processes to increase transparency and collaboration throughout research and development, during discovery and preclinical operations, to aid clear concise decision making. Accelerate innovation by leveraging business process management to digitize scientific collaboration.

### CUSTOMER PROFILE

- Leading global life sciences company
- Presence in more than 100 countries with close to two dozen R&D sites
- Over 100,000 employees

### CHALLENGE

The pace of innovation and R&D are governed by limits on information sharing and collaboration that adversely affect the progression of R&D projects along the value chain. Long cycle times lead to reduced productivity, operational excellence, and innovation. Collaboration with external organizations is limited by inability to share information and compounds.

Current challenge centered around the management of millions of compounds with five fulfillment sites across dozens of laboratories using disjointed information systems.

- Reliance on e-mails, Excel and SharePoint for requesting and tracking
- Lack of traceability and transparency
- Function specific e-request solutions are used in silos
- Limited collaboration with inefficient processes
- Long cycle times and lack of metrics to effect continuous improvement
- Disjointed communication and collaboration throughout departments
- Inefficient and confusing data processes

### SOLUTION GOALS

Streamline processes connecting scientists across the globe to establish seamless collaboration, decreasing costs and increasing efficiency. Elevate transparency and traceability of compound progression and project life cycles. Increase productivity, leading to decision making and cycle time reduction, and improved communication and collaboration - internally and externally.

- Bring global ordering and scientific requests under the same roof
- Create one stop-shop, project-centric, integrated solution
- Form a unified environment - integration of numerous systems

- Provide for future mobility - out of the box mobile-enabled
- Leverage advanced Business Process Management to effect continuous improvement

### RESULTS

#### Significantly enhanced the customer's innovation capacity and capabilities.

Created an integrated interface, offering better management of compounds' availability, and the ability for employees to collaborate on scientific research.

Realized improved innovation productivity and enhanced efficiency by digitizing and automating the ordering, transferring and sharing of compounds during the discovery phase, across a global laboratory network.

In parallel, enhanced the process for scientific experimental collaboration, including collaboration with external laboratories, permitting scientists to search and source compounds, request synthesis of new compounds, fulfill orders, create study requests, complete experiments and integrate with their downstream Lab Information Management Systems to record and analyze Lab results.

Project leaders can easily manage work from single user interface, with project specific screening tree, to manage team members, share documents, and manage compound restrictions as necessary.

#### Capabilities include:

- Browse catalog of assays from different platforms and units
- Business context social collaboration
- Find experts and post new concepts
- Lab Teams / Scientists / Screeners now have catalogs of R&D services cascades
- Prioritize assay requests according to project priorities
- Check real-time compound availability and seamless compound ordering
- Manage assays with custom workflows
- Manage compound ordering based on capacity or frequency
- Facilitate data publishing via integration with data registration systems



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## Existing Applications

**CLINICAL:** Site Initiation – Readiness – Effectiveness Study Start Up, “1572”, IP (Green Light), Global CRO Contracts, Pre-approval Inspection

**CMC:** High Throughput Experiment Tracking, Global Compound Ordering, LIMS

**REGULATORY:** Regulatory Operations, IDMP, e-Submissions & Publishing, Online 510K FDA Review

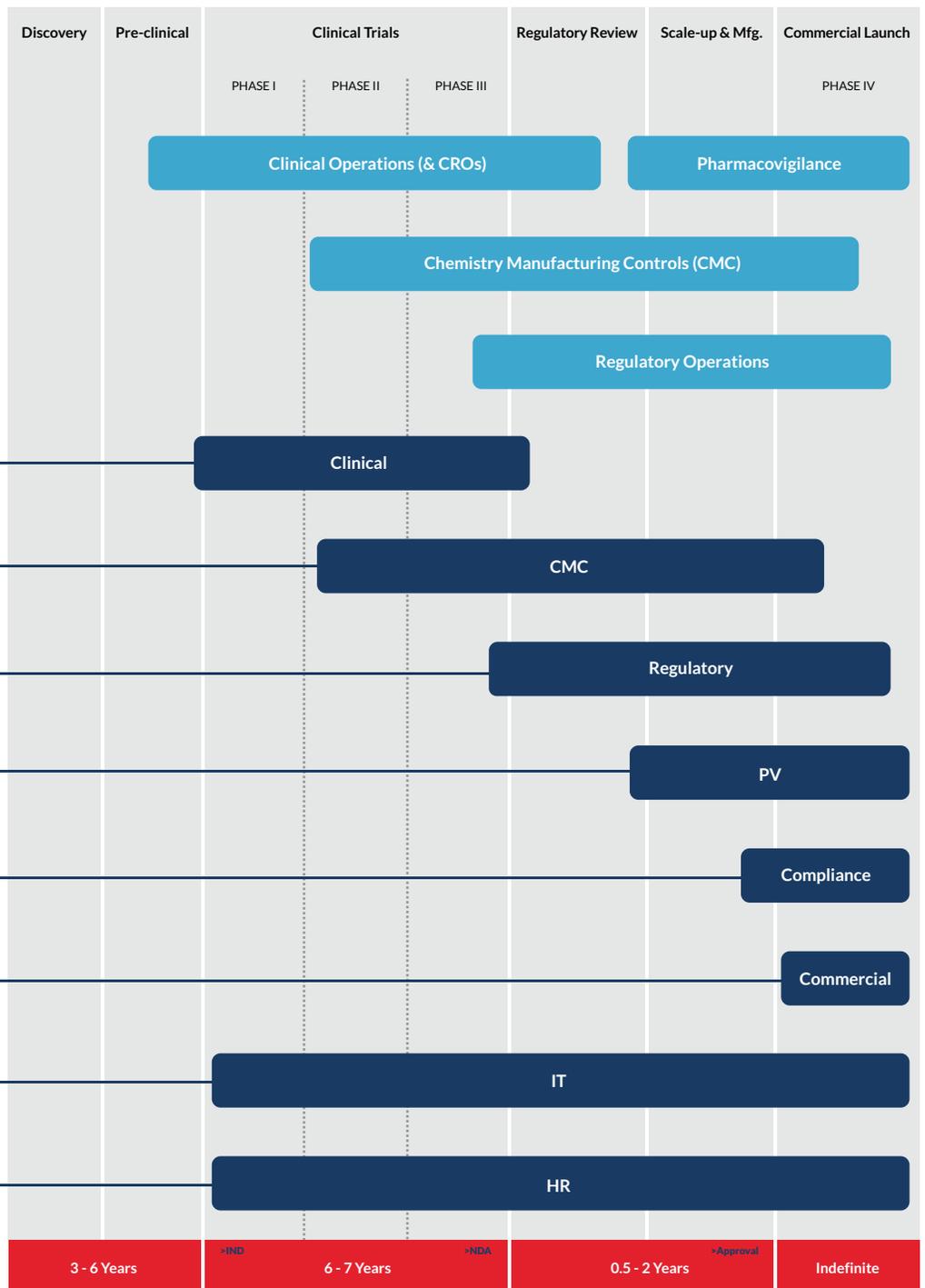
**PV:** Safety Information Management, Safety Signal Tracking

**COMPLIANCE:** Anti Bribery and Corruption (FCPA), Third Party Intermediaries, Sunshine Act

**COMMERCIAL:** Sales Force Automation, Contracts

**IT:** Asset Management v. Resources, Statements of Work Management

**HR:** On Boarding, Recruiting



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