Enabling Next Gen Intelligent Enterprise Operations

For A Global Japanese Pharma Company

ABOUT THE CUSTOMER

The customer is a Japanese multinational pharmaceutical company, formed in 2005. The company is ranked among the global top 20 pharmaceutical companies. They operate over 40 locations worldwide and have 17000+ employees. They are a major R&D company and invest a substantial amount of annual revenue in their R&D unit, to develop innovative methods and medicines for treating diseases with unmet medical needs.

BUSINESS CONTEXT

Stable and efficient operations is the need of the hour for pharma companies especially those who invest substantially in R&D. Pharma giants are looking forward to adopt automation technologies such as AI in order to be future ready. Shifting from manual mode of operations to autonomous operations is the new trend that will help enterprises be resilient and enhance growth.

THE OPPORTUNITY

Be Future Ready by eliminating manual operations and high dependence on human experts

The pharmaceutical giant has a mammoth R&D operation and was looking for a stable and intelligent enterprise. To attain this, the customer embarked upon a digital transformation journey for their ERP operations by adopting SAP S/4HANA and SAP Intelligent Suite. During the exercise, the customer also aimed at incorporating AI and automation in their business operations to improve agility and efficiency.

The company's aims at:

- Improving efficiency and turnaround time by applying automation and reducing manual dependencies
- Adding intelligence to the enterprise operations through informed decision making and efficient execution by adopting AI and trending technologies
- Adding agility to the business through quicker value delivery aligned with business priorities

ignio is playing a key role in helping the company live up to its vision. Below are some of the key business challenges that were handled by ignio.

CHALLENGES - SOLUTION

01

Manual Monitoring - Manual and human dependent monitoring process of "**eye on glass**" operations and identifying failures lead to delayed response and higher resolution time, impacting enterprise operations and business continuity.

ignio Solution - By extending ignio's out of the box (OOB) health check use cases, business transactional failures were identified proactively to alert support on time. Thus, enabling business continuity.

02

Disrupted Supply Chain

- **Vendor onboarding** was a part of SAP P2P which used SAP Ariba Cloud system. At customer's end, there was a disconnect between Ariba Cloud system and the on-premise S/4HANA system, resulting in a communication gap and onboarding failures.
- The system was unable to generate supplier onboarding reports. When any vendor was on-boarded, the customer did not receive an update on it until it was late, and the SLA was missed.
- **This resulted in business loss, supply chain disruptions and procurement challenges.**

ignio Solution -

- ignio's OOB connector for S/4HANA and Java was utilized, and a custom cloud connector was developed to connect with Ariba.
- ignio provided details about the failures in the system along with its root cause analysis and recommended actions for remediation in the **ignio report**. ignio was able to provide a one-click remediation for the issues.

Thus, the supplier onboarding was streamlined, SLAs were maintained, issues were resolved faster, and supply chain was made efficient and resilient.

03

Lack of Business Process Visibility and Transaction Monitoring

- The customer's business transactions such as payment posting orders, deliveries and shipments were manually monitored. This resulted in poor visibility and caused slippages due to human errors and fatigue.
- Moreover, critical and time sensitive issues such as Solution Manager Password change requests were handled manually which consumed a substantial amount of time and effort.

ignio Solution - ignio performed business transactional data health checks to ensure business worked seamlessly. Moreover, ignio integrated with the TCS's chatbot which conversed with the employees to understand the problem and accordingly raised a ticket for the issue. ignio AI.ERPOps handled the ticket and resolved the issues autonomously.

04

Use Case Deployment Challenges - SAP S/4HANA being a new system, the customer was facing challenges in managing the deployment of functional use cases and the system health monitoring.

ignio Solution - ignio bridged the gap between the customer environment and SAP system to successfully generate system performance reports. It performed continuous health checks and provided a consolidated report of all the issues along with recommended remediation.

ignio™ AI.ERPOps BENEFITS

83% Reduction in supplier onboarding time in Ariba - from one week to one day

~30% Increase in faster order processing

3X Faster availability of suppliers in Ariba Downstream

~30% Reduction in manual IT operational efforts

100% Optimization in payment processing of invoices with high value or delayed payments

30% Savings through increased process efficiencies and improved productivity benefits

~90% Reduction in manual process to monitor transactional data failures and ensured on reports to have timely revenue recognition

KEY VALUES DELIVERED

- ignio AI.ERPOps identified business transactional failures autonomously to alert business. Thus, enabling proactive actions for **business continuity.**
- ignio AI.ERPOps performed **autonomous self-diagnosis** of the problem to derive the analysis and provided recommendations to resolve failures.
- With **Self-service and Touchless ITSM**, ignio AI.ERPOps managed service requests autonomously to remove dependency from service desk, thus improving resolution time by ~90%
- ignio AI.ERPOps' intelligent automation helped take over mundane business activities, ensuring efficient utilization of human's efforts for business-critical functions.
- ignio AI.ERPOps improved business agility by preventing SLA breaches, smooth operations and uninterrupted supply chain operations.