

Global Chemical Ordering System Evaluation

The Situation: Mergers and acquisitions eventually catch up to you. A global pharmaceutical company with sites in Europe, North America, and Asia Pacific had multiple systems and processes for ordering commercially available chemicals as well as proprietary compounds. Some sites had the luxury of newer technology while others worked with antiquated systems. Personnel transfers among sites pointed out painful differences in systems and processes. Time to think globally!

The Solution: ResultWorks orchestrated a program to assess the site and global processes, define requirements, and select a commercial software solution. They gathered input from people at multiple sites and from various groups including chemistry, biology, proprietary compound management, chemical inventory management, procurement, research IT, and the safety department to form a picture of the site environments. Result SessionsSM were conducted in Europe and the US to map, confirm, and refine processes and to prioritize requirements.

ResultWorks then executed an assessment of the vendor solutions eliminating the need for a formal RFP process. Vendors were provided sufficient information to understand the client needs and a framework to showcase their solutions in the context of the client workflow. Vendor solutions were evaluated against their ability to meet requirements and to support the necessary workflows. ResultWorks led the client through the final selection process based on a comparative analysis, team conferences, and stakeholder voting to achieve consensus around a single vendor solution. That solution was recommended to the project board and the vendor was contracted for implementation.

Key Benefits: ResultWorks provided a methodology for the entire program which resulted in:

1. **Shared Vision:** Insightful business analysis facilitated consensus among participants from six sites around the globe.
2. **Timely Results:** ResultWorks facilitated the process and decision-making to complete the evaluation and select a vendor solution within five months.
3. **Justification:** The savings and benefits analysis became the basis of the approval process for the new technology.

According to the Vice President
of Discovery Research IT



“Everything I've heard indicates that this was a great engagement and you did a fantastic job. Many thanks for that. You've restored my faith in the use of external consultants for this sort of work.”

About ResultWorks, LLC

ResultWorks, LLC, a professional services company, specializes in transforming the business strategies of Life Sciences companies into successful technology and process harmonization initiatives. Remarkable results are achieved through skilled facilitation and exceptional management leadership. Consistent quality is delivered across a broad variety of challenging engagements through ResultWorks' signature methodology. The Result SessionSM is the cornerstone of that methodology yielding collaboration and rapid decision-making while balancing process, user and technical requirements.

For more information about ResultWorks, please contact us at Marketing@ResultWorksLLC.com.