



# Standardizing Global Procurement Operations

## THE CLIENT

This client is a pharmaceutical company with a global presence. Most of its sales come from products in the therapeutic areas of the industry, including cardiovascular care, immune system science, metabolism, neuroscience, oncology, and virology. The client markets its products to healthcare practitioners, hospitals, and managed care providers in over 100 countries.

## BUSINESS CHALLENGE

The client's highly localized transactional procurement process led to regional inconsistencies and inefficiencies.

In addition, the turnaround time for the Purchase Requisition (PR) to Purchase Order (PO) process was lengthy. Proper control mechanisms to ensure compliance did not exist. They also experienced a lack of automation of POs, inconsistent adherence to standard procedures, and a lack of metric visibility. Due to the excessive costs of the workforce and a lack of efficient mechanisms, the client was not equipped to optimize their business process results. Lastly, language and cultural barriers prevented global standardization and inhibited their scalability of business operations.

## THE RESULTS



**Supervised over 120K transactions per year**



**Managed 4B in spend**



**Increased PO output from 54% to 99%**



**Ensured that the POC process covers and supports 15 languages and 50 different countries**



**Minimized manual processing and re-work (productivity increased 40% for some of the locations supported)**

## HOW CORBUS HELPED

- » **Centralized** and standardized transactional procurement processes for indirect spend
- » **Refined** the PR to PO conversion process (reduced cycle time to 0.15 days from 1 business day)
- » **Eliminated** delivery disruptions and reduction in payment disputes by establishing a better PR validation processes
- » **Published** procurement playbooks which resulted in standardized processes and increased compliance
- » **Instituted** a “Go Green” initiative by eliminating the usage of paper products
- » **Enhanced** customer service levels and predictable results
- » **Implemented** daily, weekly, and monthly metrics to provide increased visibility of productivity and service levels
- » **Generated** bi-annual customer satisfaction surveys to measure effectiveness of service delivery results
- » **Provided** a comprehensive metrics package to measure and produce adhoc reports while tracking Key Performance Indicators (KPIs) and other defined Service Level Agreements (SLAs)
- » **Deployed** business resources with the ability to communicate in: English, French, Spanish, German, Italian, Portuguese, Chinese (simplified), Mandarin, Russian, Turkish, Thai, Japanese, Korean
- » **Established** a Procurement Operations Center (POC) to globally manage the procurement transactions and eliminated redundant steps by revising the client’s 12 main procurement processes

