



FocalCXM implemented a next generation Reagent Ordering System by leveraging the Salesforce platform to help streamline operations, cut down costs and improve collaboration amongst research scientists at the client site

40%

Improvement in Productivity

50%

Reduction in Costs

THE CUSTOMER

Client is an innovative, global healthcare leader that is committed to improving health and well-being around the world. Client operates in more than 140 countries and employs over 68,000 employees across the globe. This case study is specific to the Biologics division within Client. The Biologics division is focused on delivering high-quality biosimilar products to help meet the growing needs of patients and healthcare systems worldwide.

BUSINESS PROBLEM

A major change to the inventory management and reagent distribution process triggered the need for a robust system to track samples/reagents. The previous system was Email/Excel based and was highly inefficient. In addition, the end users did not like the Email/Excel tools and were looking for an Amazon type Shopping/Fulfillment experience. The following were the key business drivers for this project:

- A cloud based extensible platform that provides the ability to configure business flows and approvals
- A request/fulfillment application that can help minimize human errors and save time.
- A system that can track and generate reports of reagent requests.

SOLUTION

FocalCXM leveraged the Salesforce platform and delivered a connected application using Lightning. The solution supports Single Sign On, integrates with inventory management API, has configurable approval flows, Custom Objects and provides different user interface wizards for requestors, approvers and the fulfillment team.

To deliver a beautiful solution that would delight end users, FocalCXM worked closely with the Client team for over six months in an agile way. Constant feedback from Business/IT and a combination of strong Product Management, UX, Salesforce Engineering, QA and Support made this possible.

RESULTS

Over 100 users currently use this system and are absolutely delighted. The request and fulfillment processes for a set of reagents have been automated and thus the operational efficiency has been drastically improved across the business unit. In addition, Business is able to get the insights they need on inventory management and the fulfillment process.