



FocalCXM Success Stories

FocalCXM implemented a Global Clinical Development Supplier Relationship Management Portal which manages the vendors data and their offered clinical services.

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.

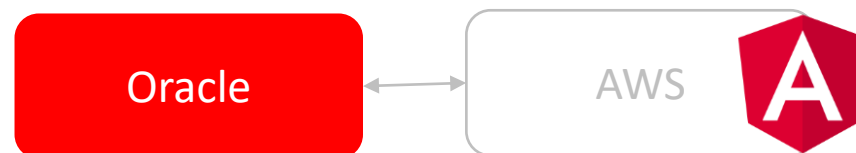
BUSINESS PROBLEM

Client has their clinical and supplier management data in Oracle CRM Platform which is restricted to internal users. Client needs an external site that integrates with that system to perform below tasks:

- Self registration of vendor company and clinical services offered in countries
- Self registration of associated contacts under a vendor.
- Vendors should have the ability to Approve/ Reject new associated contacts registered under them.
- Vendors need to have access to only their data.
- Provide an interface to internal users so that they can validate and approve the clinical services listed by a vendors

SOLUTION

FocalCXM has developed a web Application that resides in AWS cloud, performs above mentioned tasks easily, without allowing external users (Vendors) to access the Oracle's CRM directly. This allows the client to keep the latest information of vendors and clinical services in a secure way.



RESULTS

- Excellent Data Integrity
- Simplified process of vendor registration
- Vendor services Qualification request/approvals process has been simplified for internal users
- Global Solution