

IT Procurement Process Improvement Within Life Sciences

The Challenge

After experiencing growth and making several large global acquisitions and divestitures, the company realized they needed to rethink their old ways of working, as well as integrate the new organizational silos that were created from the acquisition. They came to this conclusion because the decentralized nature of the recently merged company created organizational, cultural, and geographic siloes that challenged the IT organization's ability to establish cross-functional collaboration, communication, and knowledge-sharing. Furthermore, legacy processes caused significant variances to the way IT spend requests were being processed, and transitioning technologies challenged the new organization's ability to drive the consistent delivery of services.

The Solution

The client turned to Eliassen Group to help them adapt to their significant growth and improve their IT contract request process, while also enhancing collaboration, reporting, and process efficiency through the use of modern technology.

The Result

Eliassen Group established a single, integrated global IT portal to initiate the IT contract request process. We also realigned the process to perform upfront validation so that IT spend requests are submitted with the appropriate financial codes and matched to a budgeted line item. Finally, we improved transparency into new requests and created aggregate views across Global IT to enable more informed decision making for IT leaders.

The Client

Global Pharmaceutical Company

The client is a global biopharmaceutical company that is focused on four therapeutic areas: Oncology, Rare Diseases, Neuroscience, and Gastroenterology (GI).

Highlighted Results

- Established a single, integrated Global IT portal to initiate the IT contract request process
- Improved transparency into new IT requests