

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 for chemical ordering and management. 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. ResultSessionsSM 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.

According to the Vice President
of Discovery Research -
"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."

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.

For more information, visit our website www.resultworksllc.com or contact us at marketing@resultworksllc.com.