Service Management for Pharma

elementum

The world has fundamentally changed. Exceptions have become the rule, and your teams are being pushed to do the near-impossible everyday (overtime, expedites, backorders, etc.).

In this new normal, there will be winners and losers...and companies that don't survive at all.

The good news is that like every shift throughout history, you can adapt, control what you can control, and go on offense to gain a competitive advantage.

Elementum customers, especially in the Pharmaceutical and Biotech industries, have found that taking control of their exceptions — with automated workflows, personalized dashboards, and real-time insights — allows them to move faster and with more confidence, which leads to increases in revenue, decreased cost, and more time for strategic activity.

FORTUNE 50 HEALTHCARE + PHARMA CONGLOMERATE:
$6.9M REVENUE PROTECTED

Brokers were faced with substantial delays due to poor response time and challenges in quickly getting the right documents to clear customs. WIth Elementum, they were able to accelerate the response time to the brokers for missing or incomplete information, track metrics for trend analysis, and institute corrective action to reduce the volume of recurring incidents.

- **Business Problem Statement:** "If the brokers have the information they need quickly, our product can clear Customs faster and without penalty for holds."
- **Problem:** Excel, spreadsheets, and status update meetings created data blindspots, process bottlenecks, and reduced transparency across business units
- **Decision:** After careful consideration of solutions on the market (including building in-house) the team selected Elementum as their SCSM platform
- **Changes:** Elimination of email and spreadsheets as the communication and visibility tools for incidents and processes outside of their ERP solution
- **Outcome:** By having all of the data in one place, the team has saved hours of report building per week and are now able to focus on strategic activities instead. Root cause analysis from newly available data uncovered a customs issue enabling the team to protect $6.9M in revenue.

FORTUNE 100 MEDICAL PRODUCTS COMPANY:

$7.6M REVENUE PROTECTED

The Customer wanted to identify where product availability did not meet demand on a monthly basis and work proactively to manage those gaps before the gaps became reality, resulting in revenue loss. With over 20,000 SKUs, the management of this process over email and spreadsheets had become overwhelming. The Customer worked with Elementum to define a rolling 12-month "event horizon" that identified where product availability did not meet demand by individual SKU and took corrective actions.

- **Business Problem Statement:** "If I could see that we will have a product shortage next March based on current demand, maybe I could do something about it so that it wouldn't result in lost revenue."

- **Problem:** Managing restrictions on a spreadsheet of our 20k SKUs and handling the details over email. Too tedious to maintain, not able to identify underlying trends or root causes.

- **Decision:** Lost sales and next-to-zero collaboration across their supply chain drove this organization to make a change and shift their restriction and demand processes to Elementum

- **Changes:** Immediately removed the use of Excel spreadsheets for backorder management and tracking, leveraged data for out-of-the-box dashboards to drive weekly restrictions meeting, changed war-rooms from fire-fighting to strategic sessions

- **Outcomes:** Better use of employee time which has led to increased retention and resolved restrictions led to $7.6M revenue protected in the first 6 months.

You can't move freight through ports faster, can't add more trucks to the road, and can't put more planes in the air, but you can control how your team manages these events with Supply Chain Service Management purpose built for the challenges you face everyday.

Elementum. Purpose-built for your Supply Chain.

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