

Workflow for Pharma Industry



This is for well-known pharma company, which is an English-Swedish multinational pharmaceutical and biopharmaceutical company. It has a portfolio of products for major disease areas including cancer, cardiovascular, gastrointestinal, infection, neuroscience, respiratory and inflammation.

Problem Statement

1. Wholesaler vendor registration was a manual activity which included sending mails to different authorized personnel for approvals and further following up with them for approving them over mails.
2. Entire tender related process was manually managed by a team of people with number of follow up calls / mails to various people across length and breadth of the organization.
3. Indefinite follow ups with various people for approvals and overall delay in completion.

Our Approach

Writer's DMS team approached the relevant stakeholders and suggested workflow based solution; which would provide following benefits:

1. Improved (role based) access and absolute security of documents.
2. Real-time alerts on any document operations.
3. Ease of Authorizing a new wholesale dealer and simplified appointment process.
4. Easy of retrieval of Tender and associated documents.
5. Live dashboard which showcases various stages of each tender workflow.
6. SLA based monitoring on approval process.

Solution Provided

1. Writer's InfoFlow® solution was configured to meet
 - a. Authorized Wholesaler (AW) Appointment Process
 - b. Tender Process
 - c. Supply and Billing Process
2. Writer's InfoFlow® has below capabilities:
 - a. Assign Roles and restrict Processes based on these Roles.
 - b. Create Users per Role.
 - c. No access to physically delete documents / data from the application.
3. Writer's InfoFlow® has provided below benefits:
 - a. Correct tasks assigned to the people with appropriate roles.
 - b. Application helps management team to concentrate on strategic business oriented activities and monitoring its progress.
 - c. Workflow follows a sequential order; which helps in ensuring that all steps have been completed correctly (especially areas typically prone to human error) and checkpoints met before moving forward.
 - d. Paperwork and paper chasing is eliminated thus reduce in wastage and saves time. Automatic routing with no paper handling and fast travel time will significantly reduce the delay.
 - e. Since the workflow is linked to a database, it keeps a record of what occurs in the system. An audit trail shows who, what, when actions were performed.
 - f. Monitoring SLAs for each approval.

Success Story

1. Huge time saving in day to day activities like:
 - a. Considerable time reduction in accessing Tender documents through online web application.
 - b. Electronically tracking Tender stages.
 - c. Auto e-mail trigger saves the manual process of approval follow ups.
 - d. Ability to track TAT at various stages.
 - e. Decreased risk of documents loss and data leakage.
 - f. Easier communication tool between teams for approvals and data sharing apart from email exchange.