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Case Study: International Pharmaceutical Company

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Client Overview

The client is an international pharmaceutical company operating in 143 countries around the world with over 40,000 employees worldwide.

The Business Challenge

The primary challenge for the client was to create a workflow that enabled their sales group to process contracts and get the necessary approvals and reviews. It was important to implement a thorough approval process to ensure all aspects of the contract followed the client's company policies and procedures. It was also vital to meet the strict regulatory requirements in place within the pharmaceutical industry.

Another key challenge was to collect and track the pricing requirements for each contract. The client required a way to support pricing at an item category level and associate the appropriate product details to the contract. Collecting and tracking this information provided data that could then be analyzed to determine any discrepancies or inefficiencies.

The Solution

Upside worked with the client to analyze their current processes and develop a workflow that supported their needs. It was determined that several return and stop points would be integrated into the approval workflow to follow the sales and negotiation cycle. Using UpsideContract, checkpoints were added at various stages of the workflow to allow the contract to be withdrawn. Choosing to withdraw a contract instead of deleting it from the system allowed the contract to remain visible and be used as an example for other deals. Sales manager approval was required at milestones throughout the negotiation process to ensure company policies were being adhered to. Administrative steps were added to the end of the workflow to ensure all signatures had been collected. The workflow created not only supported the client's contract approval lifecycle, it streamlined their processes and highlighted inefficiencies that needed to be addressed.

UpsideForms was used to create a product specific form that simplified the contract creation process for sales personnel. The form listed all of the product categories available and once chosen, it automatically added to the contract all of the products related to the chosen category. This ensured the correct pricing information was included within each contract and provided a way to track pricing for each customer.

The deployment strategy was to implement the project in three phases. Each phase had design, implementation and test cycles and the results were analyzed to refine and improve the next phase.

Company Name

Pharmaceutical Company

Industry Type

Medical / Health

Business Challenge

- Develop a contract approval workflow to ensure company policies & procedures are followed.
- Collect & track pricing requirements.
- Create associations between item pricing categories & product detail records.
- Ensure contract lifecycle meets all regulatory requirements.

Strategy

- Implement Upside Software Suite consisting of UpsideContract & UpsideForms.
- Develop a workflow that integrates approvals at key contract milestones throughout the negotiation & approval process.
- Utilize UpsideForms to create a product specific form that automates associations between item pricing categories & product detail records.

The Top Business Benefits

- Support and implementation of a superior and industry leading CMS (Contract Management System) product that typically provides a ROI within one year.
- Business analysis that can help identify deficiencies in current processes and offer solutions for streamlining and increased effectiveness.
- Workflow processes that correctly navigate contracts through the approval lifecycle and ensure standards and regulations are adhered to.
- Automated forms to collect and translate vital information into useable data.
- Ability to provide instantaneous reports that offer a significant advantage in improving the organization's effectiveness on a real time basis.

The Return on Investment

The client found their contracting process had improved visibility, access and efficiency after the UpsideContract implementation. Their contract stewardship also experienced improved visibility and much quicker and efficient access to contract information. They were now able to measure contract compliance and performance and gain online access to the entire text of their contracts, including all pricing details. The vast reporting features of UpsideContract improved their reporting capabilities on all contract data and gave the client instant and useful information.

Contract regulation and administration, including appropriate checks and balances at significant milestones, were improved and made more efficient for the client. There were now electronic notifications of contract actions as well as tier levels available for searching and reporting. UpsideContract workflow improved the review process and ensured contract administrators followed the correct procedures throughout the contract lifecycle.

What's Next?

The client plans to keep up with the latest versions of the Upside Software suite going forward to take advantage of the ongoing enhancements the Upside Software suite will employ and look for ways to interface with other applications.

Interested in UpsideContract?

We'd love to hear from you.
For more details please contact your Upside representative at insidesales@upsidesoft.com

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