celonis

# Celonis for Pharma & Life Sciences

## Celonis at a glance

- Undisputed market leader in process mining, ranked #1 by all the analysts

- Over 1,350 customers, including some of the largest enterprises in the world

- Thriving ecosystem of over 250 service partners, 25k+ Celonis-certified professionals and 600+ academic partners

- Currently helping 16 of the 25 largest Pharma & Life Sciences brands uncover high-value opportunities in their processes

# Ready for the next normal?

Few industries have seen as much volatility as Pharma and Life Sciences in recent years. The pandemic alone has shifted expectations across everything from clinical-development timelines to market-approval processes. Supply chains have taken a significant hit, with some businesses facing inventory bloat, while others are dealing with acute shortages.

To re-stabilize your operation and stay competitive in the next normal, you know a full-scale process overhaul is in order. But jumping in with an advanced technology like workflow AI or automation is high-risk if you haven't fixed your underlying processes.

Celonis is the first solution that can fix the processes you're currently running, while continuously optimizing them as you pivot to meet each new demand. From helping you identify potential material shortages, to making improvements in your drug or device manufacturing process, to accelerating document approval for a complex decentralized trial, intelligent process orchestration gives you the power to overcome disruption and capitalize on the next normal.

### Boost labor productivity

The Great Resignation has hit Pharma and Life Sciences businesses more acutely than most other industries. As a result, there's more pressure than ever to increase the productivity of the people you currently have — but the very last thing you want to do is risk errors or burnout.

Celonis can help identify repetitive tasks that are sucking up time, and automate them so your people are free to focus on the tasks that drive value.
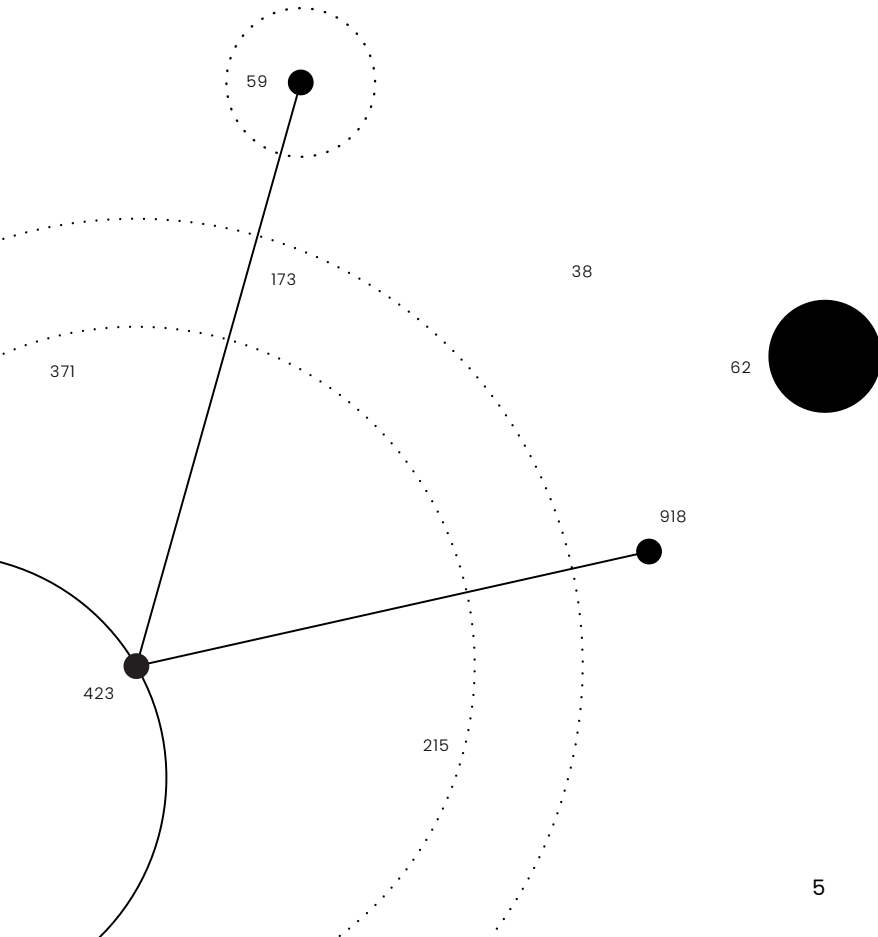
### Optimize working capital

You don't need to be told the value of accelerating your cash flow — but how do you do it at a time when disruption is still rife in the wake of the pandemic? For example, if you're like most Pharma and life Sciences businesses, supply chain disruption has left you with a significant inventory imbalance — from a medicine build up to an acute device shortage.

We'll help you regain control of your supply chain by accelerating your slow-moving inventory and reducing excess. Our systems can identify and resolve where inventory is getting stuck automatically, and update your safety stocks based on real-time consumption and replenishment-trend data. We can also help you improve your DPO and DSO, ensuring you pay on time, every time, while accelerating collections through touchless invoicing.

### Maximize revenues

Your ability to drive positive outcomes for both staff and patients will depend heavily on how well you thrive in the next normal. That's why it's crucial that as you restabilize from post-pandemic disruption and address the short-term challenges, you're also protecting and growing your business for the long haul.

We'll help you maximize your revenues in a number of different ways, from leveraging automation to improve your on-time, in-full delivery, to reducing bad debt through real-time, data-driven credit limits. Our systems can also help you automatically surface and analyze aging unbilled orders to accelerate invoicing, as well as ensuring your customers always pay full invoice amounts — while preventing them from taking cash discounts too late.

59

173

38

371

62

918

423

215

# Celonis in action

**Problem:** Vetter wanted to launch an optimization initiative across all their digital and manual processes, but the combination of custom processes, unique systems and highly specialized process steps made this challenging.

**Solution:** The team started with a Celonis pilot for Accounts Payable, which significantly increased the transparency of the process, uncovering high-value improvement opportunities in tandem. Seeing early success, the team then embarked on a custom solution for Deviation Management

**Result:** Vetter **saved ~$600,000** a year from AP alone, **realized 99% of cash discounts**, and almost **doubled their automation rate** from ~6 to ~12%. They also achieved a **15% reduction** in cycle time.

**Problem:** Sysmex's goals were threefold: drive effective digital transformation; prioritize IT transformation initiatives based on ROI; and democratize data analytics, for better decision-making across the board.

**Solution:** The team initially used Celonis to gain visibility into their requirements for S/4HANA. The process orchestration platform helped them identify significant process variations and execution gaps, making it easy to prioritize initiatives, and quantify their effects.

**Result:** Sysmex **improved cash flow** by 10%. They also **recovered $3.4M** in just one month. A **reduction of 60%** was seen in past-due AR.

**Johnson&Johnson**

**Problem:** Johnson & Johnson wanted to achieve continuous process improvement, but outdated productivity solutions like process mapping and manual process discovery were getting in the way of progress.

**Solution:** The journey to process mining started with a proof of value exercise, looking at data from a single system, uncovering improvement opportunities and quantifying the impacts. This exercise helped inform global templates that could then be adopted by different teams across different regions, teams, and sectors. From there, the company had everything they needed to completely redesign their delivery processes.

**Result:** Johnson & Johnson saw a **30% reduction** in touch time, a **40% reduction** in price changes, and **significant improvements** in on-time delivery from the project.

# READY TO TAKE THE NEXT STEP?

Get started with Celonis today.

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