

Achieved Order-to-Cash (OTC) Operational Excellence Using Report Automation

Pharmaceutical

Client: Global Leader in Pharmaceutical and Life Sciences

Business Requirements:



Perform analysis of Product Sales, Accounts Receivable, Product Returns, Financial Adjustments, Logistics and Regional Market Views



Enhance stakeholder relations and customer experience.



Illustrate goals, trends, progress and root-cause analysis



Business wanted to Highlight deviations and Flag outliers for Operational Controls



Reduce/eliminate manual effort for report generation.

Scope of Services:

1. Performed report automation using tableau which resulted into reduced labor hours and eliminated the process waste.
2. Troubleshoot the performance for the issues reported in dashboards.
3. Determined which metrics should be monitored and compiled datasets and established trends for all pertinent metrics; created templates for auto/easy update
4. Implemented Metrics and Measures List for Order management, Project Status tracking, team productivity, Inventory Management, Order Volume.
5. Created various visualizations and dashboards for Actuals sales vs Projectibles sales, Identifying Trends in Sales, Managing Customer activity, Customer Balances, Identifying Trends in Product Returns, Trends in Sales vs Returns
6. Designed and implemented various KPI's to analyse Volume trends, Financial trends, Root-cause, Actuals vs. Budget, and Overlays.

Solution Highlights:

1. Increased the connection speed for retrieving data from various sources and no manual data compilation is required.
2. Implemented report automation to reduced the manual labor hours and eliminated process waste which lead to cost savings
3. Implemented the report automation which resulted to reduce error rate.
4. Identified the Highlight deviations and Flag outliers for Product returns.
5. Facilitated management of regulatory compliance requirements.
6. Maximised ROI by reducing the production and compliance cost.

Results:

1. Reduced Manual Labor Hours & Eliminated process waste
2. No manual data manipulation and No delay in data
3. Enhanced Customer experience
4. Flag Outliers
5. Automated financial calculations and reporting
6. ROI Maximization.

Technology Environment:

