



BearingPoint®

# Global pharma company makes its ordering process faster and easier with a new cloud- based solution

BearingPoint worked with the client to create a customized solution for an effective order management workflow. The new cloud-based platform allowed the client to simplify and automate its ordering process, to respond to changing market needs with flexibility and offer data driven insights to improve production planning and patient care.

## Changing old ways to open the path toward efficiency

Digitally integrated technologies are revolutionizing how healthcare and life-science companies assist doctors accurately in tackling their patients' intricate medication requirements. The management of medication orders within the pharmaceutical supply chain can have a crucial impact on the timely administration of treatment to patients, especially to those with serious health conditions.

Our client, a leading pharmaceutical company, wanted to improve its service to hospital clients by upgrading its legacy order-management systems. Scattered processes across its entities in multiple countries and a heterogeneous IT landscape often made it challenging for the company to get a consistent view of their products, delivery, order changes, and dose availability. At the same time, our client had to comply with different strict regulations in several of the countries in which it operated and needed more flexibility to adapt quickly to any changes to these rules that might arise.

## Blending the right software mix to create an innovative solution

By leveraging Microsoft Azure, BearingPoint designed and implemented a new cloud-based order-management system for our pharmaceutical client. BearingPoint harnessed the power of Microsoft Azure to create a cutting-edge, custom-made order-management system, geared for both the US and global markets. The solution was designed with a robust back end (C#) and modular front end (Angular), and deployed in Azure, which provides secure, resilient data-handling (with Azure SQL and Azure Storage), and features Azure Active Directory B2C for trusted-user access. The system is backed by a proven disaster-recovery plan and is developed with the latest Azure DevOps practices for efficient, scalable deployment. This enabled the client to achieve fast implementation of high-priority requirements, and the project team to integrate new functionalities quickly to support new product launches.

The new order-management solution was first implemented and within six months of engagement we supported both commercial and clinical trial orders for a single therapeutic product. Subsequently, the application was launched in multiple countries and languages, for several products and integrated with the client's ERP system.

## Improving the speed, accuracy, and efficiency of order processing and delivery

The global pharmaceutical company can now rely on a highly flexible order-management platform, which enables transparency across the product-ordering lifecycle. The client now has a single source of truth for orders and can use data-driven insights to help gather customer feedback and drive business improvements, such as production planning. The product orders are processed automatically with minimal manual intervention, which saves time and eliminates the risk of human error for both employees and customers.

The new solution is available in multiple languages, supporting users of the application in their native tongue. The system allows for country specific configuration, which gives flexibility for each market to meet their individual rules and regulations. Healthcare professionals can count on the platform to optimally schedule and keep track of their patients' treatments, without the need for further interaction with the company's healthcare customer service.

## Contact

For more information, please contact Gillian O'Sullivan, Partner at [gillian.osullivan@bearingpoint.com](mailto:gillian.osullivan@bearingpoint.com).