



decisyon

Unifying People, Process, Data & Things

CASE STUDY

DECISION'S VENDOR MANAGEMENT SOLUTION

JUNE 2015

THE COMPANY

The customer is one of the largest consumer products and pharmaceutical companies in the world. With a geographically dispersed global vendor network consisting of both manufacturers and direct suppliers. They had difficult goals to achieve:

- Evaluate supplier performance in real time
- Rapidly identify new sources
- Negotiate better terms from suppliers

To do so, they needed to :

- Collect global supplier data in realtime
- Analyze information from people, processes and things
- Collaborate around data efficiently
- Adjust processes based on decisions

The customer evaluated their internal capabilities as well as solutions available in the market, and determined that Decisyon 360 was the only platform that enabled them to build intelligent, unified solutions meeting their requirements for managing vendors across their entire supply chain.

Using Decisyon, the company was able to achieve:

- 20-35% Reduction in time required for the planning process;
- 15-40% Improvement in deployment time and cost;
- 10-15% Operating expense improvement, year-over-year;
- 20-50% Increase in customer satisfaction;
- 70-90% Reduction in emails, phone calls and meetings.

THE SOLUTION

The Decisyon solution delivers essential vendor management capabilities to the pharmaceutical business, encompassing real-time data collection, supplier intelligence, social collaboration, market intelligence and surveys (Figure 1).



Figure 1: The customer's solution for vendor management

THE CHALLENGES

Before using Decisyon, the company faced a number of business challenges in managing their external partners. Some of those challenges were:

- No single place for information on all suppliers
- Spreadsheet tsunamis – hundreds of sheets used for evaluation
- Multiple data sources which were difficult to integrate
- Myriad surveys sent out – which were painful to send and collate
- The need to incorporate outside ratings like D&B
- Include surveys to vendor (RFI)

ESI managers needed to connect all of their people, processes, data and things in a single platform for collaboration, decision and action. They needed a platform that could bring together large volumes of structured and unstructured data from multiple sources, with the ability to analyze it quickly for fast decisions and taking action.

ESI managers needed to connect all of their people, processes, data and things in a single platform for collaboration, decision and action.

The solution developed for the customer is delivered in the cloud and provides:

- Access to the same set of information from all locations worldwide;
- Integration of multiple data repositories;
- Rationalization of information (eliminating duplication and unifying a supplier under one master file);
- Optimization of end users' effort to navigate the data;
- Real-time access to external market information via semantic analysis of both subscription and public information, together with internal data.

Real-time Data Collection & Supplier Intelligence

The vendor management solution pulls data from different data sources and systems, and combines that information for reporting purposes directly in the solution. Previously, that information was managed using hundreds of separate spreadsheets. The company has many internal repositories where it manages information related to its external partners. Information is collected from different systems and processes: connected systems such as SAP, Clarity and TrackWise; information coming from the web from semantic search; and information that is manually input by users. The solution leverages Decisyon's internal repository capability to manage all of this information in a structured way (Figure 2).

External Supplier	Status	Partner Type	Lead Region	Lead	Supplier Market Coverage (List)	Used Technology List
Supplier 38	Execute	License	NA	Fay Watson	US and Canada	FF solids (PNC)
Supplier 58	Execute	Common technology	NA	Kevin Spacey	US and Canada	FF paracetamol
Supplier 78	Execute	License	NA	Tom Spogant	US and Canada	FF solids (PNC)
Supplier 12	Execute	License	EMEA	Stanislav Lac	Europe	FF paracetamol
Supplier 125	Execute	License	EMEA	Sting	-	FF liquids
Supplier 37	Execute	License	EMEA	Stanislav Lac	Europe	FF solids (PNC)
Supplier 42	Execute	Common technology	EMEA	Frank A. Clark	Europe, Middle east and Africa, Latin America, Apac, Local market	FF paracetamol
Supplier 43	Execute	Common technology	EMEA	Frank A. Clark	Local market	FF solids (PNC)
Supplier 44	Execute	Common technology	EMEA	Frank A. Clark	Local market	FF semi solids
Supplier 48	Closed	Special technology	EMEA	Sting	Apac	FF semi solids
Supplier 52	Execute	Common technology	EMEA	Fay Watson	US and Canada, Europe, Latin America, Apac	FF paracetamol
Supplier 64	Execute	Special technology	EMEA	Stanislav Lac	Europe	FF other
Supplier 9601	Propose	Special technology	EMEA	Joan Blings	Europe	FF packaging
Supplier 62	Execute	Common technology	APAC	Andrew Carnegie	US and Canada, Europe, Middle east and Africa, Latin America, Apac, Local market	FF semi solids, FF liquids

Figure 2: Supplier Data brought in from SAP

Supplier Surveys

The survey capability enables the business to collect information directly from suppliers to obtain a 360-degree view. Business users own the process -- they can create and define new templates autonomously, without depending on the IT department. Business users define the questions, the related answers, and for each answer the related score. Decisyon 360 manages the survey campaigns, and transforms all the collected data into reports within the customer's vendor management solution (Figure 4).

Survey Element 1	Survey Element 2	Survey Element 3	Delete	From 800	Manually Completed	Questions Completed
PRODUCT: <i>active</i> - sales - 1120						
TECHNOLOGY: <i>technology partner</i>						

Question	NA	Answer	Label	Score
1. COMMITMENT: How committed are you to ensure costs and quality compliance? (List of compliance items)	1	(1) Above market price or beyond the cost of compliance		1
2. INNOVATION CAPACITY: How successful are you in creating new products, products, processes, materials and bringing it to market?	2	(2) Slightly above market price & low R&D performance		2
3. RESEARCH CAPACITY: How successful are you in creating new products, processes, materials and bringing it to market?	3	(3) Market price & steady team		3
4. RESEARCH CAPACITY: How successful are you in creating new products, processes, materials and bringing it to market?	4	(4) Above market price & team culture		4

Figure 4: Constructing a Vendor Survey in Decisyon 360

Market Intelligence

Using the "Google-like" advanced search capability, users collect information coming from the web via news feeds, industry publications, press releases, analyst reports, and D&B reports. The semantic search engine returns results with only pharma-relevant articles, and further provides the ability to filter by date or by source. The solution provides greater search accuracy by understanding the searcher's intent and the contextual meaning of terms to generate more relevant results (Figure 3).

Figure 3: Market Intelligence with the Decisyon application

Social Collaboration

Managers across functions can have real-time supplier requirement, selection and performance discussions. They share information, documents and links via social pages that manage their projects. They also create workflows by assigning tasks to different people. They can monitor the execution of the project at any time, because they have immediate visibility into any task that needs to be executed, the number of tasks that have been executed and the person in charge of the next task. They can also create signals to highlight useful elements like information, documents, links or dashboards within the company's community (Figure 5).

Figure 5: Collaboration Workspace

Supplier Scorecards

All data coming from the external systems and surveys can be merged to have global analysis of key performance metrics on external suppliers (e.g. Delivery, Quality, Contracts, EHS, etc.), helping the Company to decide which supplier is the best for the specific request (e.g. raw material supplier, external manufacturer for unplanned market requests) based on shared data. The users can now make real-time, informed decisions that have a positive impact on the financial outcome for the company (Figure 6).



Figure 6: Rating vendors using surveys and data from external systems

BENEFITS OF THE DECISION SOLUTION

The vendor management solution they built with Decisyon 360 is a centralized system that collects, harmonizes and shares data related to third party manufacturers and suppliers across their entire operation. By implementing the vendor management solution from Decisyon, the company has achieved a number of positive business impacts, such as

- Increased reliability of the overall supply chain;
- Increased leverage in pricing negotiations with suppliers;
- Global increased efficiency through supplier benchmarking and real-time visibility of supplier performance KPIs;
- Operating expense savings through reducing the consolidation and coordination needed to manage the supply chain;
- Improved visibility, effectiveness, communication and control within Procurement;
- Greater control of risk management and reduction of compliance risks;
- Improved availability and timeliness of supplier information.
- Decisyon's unique capabilities literally changed the way this pharmaceutical company does business with suppliers – giving dramatic improvements.

ABOUT DECISION

Decisyon, Inc. provides enterprises, manufacturers and global brands the only solution platform for rapidly building intelligent unified applications for the Internet of Everything. Founded in 2005, Decisyon is now used in more than 200 companies globally across numerous industries. The company is headquartered in San Francisco, CA.

Corporate Headquarters

795 Folsom Street, 1st Floor San Francisco, CA 94107
1 844-329-3972

European Office

Viale P. L. Nervi Directional Center Latina Fiori Torre 6 Glicini – Latina, Italy 04100
39 0773 694652

For More Information

www.decisyon.com

info@decisyon.com