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Redefining Biopharmaceutical operations through process transformation

Harnessing AI and ML to streamline workflows and eliminate manual processes

With operations across the United States, China, and Europe and by integrating technology with medicine, this company stands as a leading biopharmaceutical organization. Specializing in the discovery, manufacture, and commercialization of innovative cell therapies, it addresses diseases previously deemed incurable, enhancing patient care and outcomes.

Streamlining Processes for Improved Operational Agility

The organization faced challenges with an obsolete paper-based approach to data capturing which posed significant obstacles to efficiency, leading to slower processes, increased administrative overhead, and heightened risks of inefficiency due to lost documents, misinterpreted handwritten notes, or incomplete paperwork. Moreover, the manual configuration of paper forms customized for different users/roles frequently led to inaccuracies in data collection, including vital information like name, email, business unit, etc. Additionally, securing approvals from one or more authorities through paper-based methods proved laborious and time-consuming.

In its endeavor to embark on a complete overhaul of its processes for increased agility and operational efficiency, the company partnered with Brillio.

The Supplier Registration Form, Qualification Record, Reservation Desk, and Account Surveillance Form were developed to streamline processes and boost productivity.

Transforming Data Capture and Management

Brillio proposed and designed a data-capturing process by introducing an advanced workflow that replaces outdated paper-based methods. This innovative solution incorporates comprehensive features such as capturing crucial requestor details like name, email address, request type, entity, BU/functional area, and payment details. Unlike the manual input required in the previous system, the new approach automated these processes, leveraging Power Automate for seamless approval and rejection flows. Furthermore, it catered to diverse internal and external vendors, significantly enhancing efficiency and accuracy throughout the entire procurement journey.

Thus, several PowerApps were developed to streamline various processes. The Qualification Record (QR Form) served both employees and the HR department. For employees, it collected essential details like name, department, location, reporting manager, CV, and job description regularly, helping maintain up-to-date records. The form was leveraged by HR to validate information, correct reporting manager details, and ensure CV and JD accuracy.

The Reservation Desk app empowered employees to reserve desks at different work locations for consecutive and non-consecutive dates, promoting efficient workspace management.

Furthermore, the Supplier Registration Form was developed as a central repository for both internal and external suppliers, enabling suppliers to register based on different criteria like business units, functional areas, and multiple entities, facilitating seamless payment information flow across various locations, currencies, and banks.

Lastly, the Account Surveillance Form simplified the process of filling out medical forms with specialized terminologies. Tailored for different medical centers based on the Account Name, it ensured accurate and efficient data collection.

This implementation allowed users to seamlessly generate and revise relevant details within the request forms directly through the application, accessible across various devices such as mobiles, desktops, and tablets.

A personalized and user-friendly interface was integrated into the app, presenting distinct tabs for each user role to input their updates and individual specifics effortlessly (via inline editing) within their respective reports.

Outdated data was archived based on business impact considerations while addressing relevant security concerns such as user permissions, group access, and audience-targeted permissions at both the item and folder levels.

> The PowerApps were developed leveraging Microsoft PowerApps & SharePoint, integrating AI and ML algorithms and robust data capturing systems.

Automating Legacy System Management

The new platform effectively phased out legacy paper-based forms, introducing intuitive navigation via tabs for streamlined access to various sections. Automation streamlined the management of reorganizations in prior systems, thereby reducing maintenance overheads.

Advanced AI tools were harnessed to simplify app maintenance and administrative configurations, eliminating the need for manual code adjustments.

Moreover, the implementation enhanced email notification capabilities for request approvers, vastly improving the overall customer experience with simpler and more efficient communication channels.

Effortless Requests, Payments, and Accessibility Management

The new system handled information and data provided by requestors, offering a user-friendly interface for effortless input and management. It efficiently juggled multiple Business Units/Functional Areas simultaneously, providing a cohesive platform for comprehensive oversight. Regardless of the complexity, it adeptly managed various requests, spanning diverse purchase categories, supplier types, and beyond.

Its capability extended to orchestrating end-to-end payment processes, offering a range of payment options tailored to the requestor's needs. Its adaptability shined through in its ability to cater to the requirements of multiple entities, ensuring smooth operations across different organizational structures.

Furthermore, accessibility was prioritized, with the system easily reachable through the website and email interfaces, ensuring convenience and efficiency in accessing and interacting with the system and enhancing overall user experience and productivity.

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ABOUT BRILLIO

At Brillio, our customers are at the heart of everything we do. We were founded on the philosophy that to be great at something, you need to be unreasonably focused. That's why we are relentless about delivering the technology-enabled solutions our customers need to thrive in today's digital economy. Simply put, we help our customers accelerate what matters to their business by leveraging our expertise in agile engineering to bring human-centric products to market at warp speed. Born in the digital age, we embrace the four superpowers of technology, enabling our customers to not only improve their current performance but to rethink their business in entirely new ways. Headquartered in Silicon Valley, Brillio has exceptional employees worldwide and is trusted by hundreds of Fortune 2000 organizations across the globe.

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