

# CASE STUDY

## Making procurement reporting an easy pill to swallow



### Abstract

How the Infosys proprietary automation platform Nia transformed static procurement performance reporting into a dynamic decision support and risk mitigation platform for a global pharma major, while saving GBP 60,000 annually.

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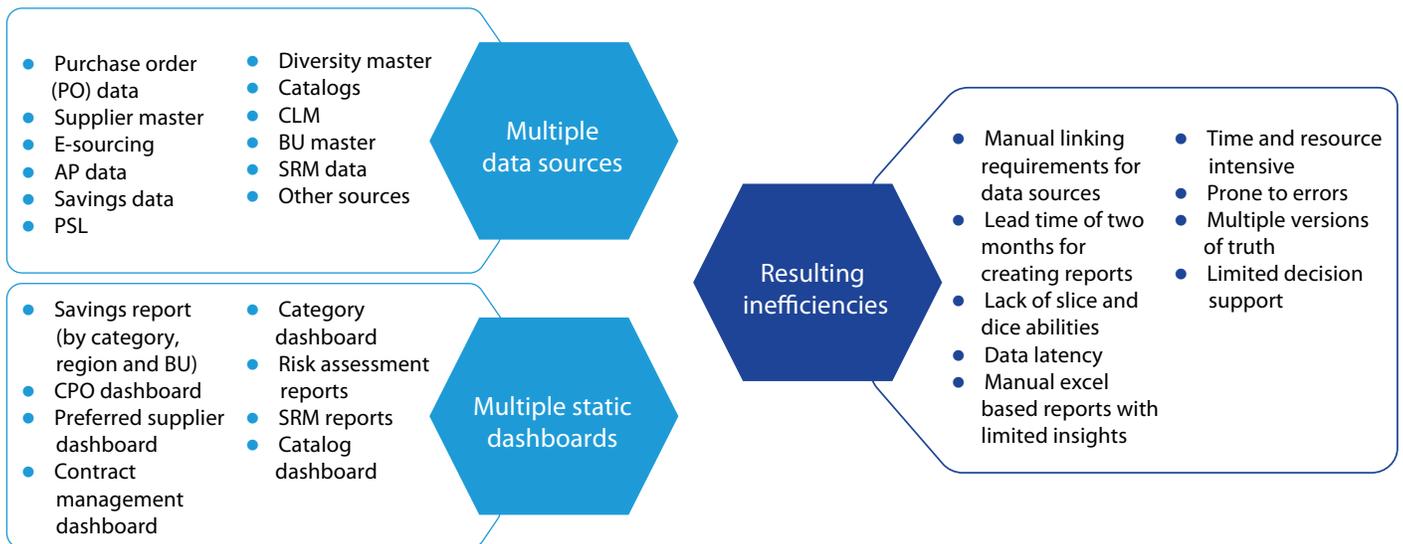
Procurement teams work towards saving and cost reduction targets and hence procurement performance reporting is imperative to monitoring success. But what if this basic measuring and reporting system metamorphosed into a decision enabling support system? This was the task at hand for the procurement function of one of the world's largest pharmaceutical companies serving millions of customers globally. Infosys transformed the pharma major's procurement performance reporting by creating a dynamic decision support system for their procurement leadership and category managers, integrating inputs from a wide range of internal systems, and performing data analytics. And all this was powered by our proprietary automation platform Infosys Nia.



## Plenty good, with plenty of room to improve

The pharma's procurement leadership had a well-defined set of KPIs (savings, preferred spend %, catalog usage, etc.) aligned with its business imperatives of increasing value delivery and make buying simpler. Despite having a clear reporting process to track and monitor performances through various reports and dashboards, numerous issues made the process cumbersome and inefficient.

### Challenges faced



## Our solution and approach

Our team began with a focus on three imperatives:



### Imperative 1

Make performance reporting more agile, real-time and proactive



### Imperative 2

Automate the manual reporting process to address quality- and time-related issues



### Imperative 3

Upgrade the system to function as a decision support system, bringing in the elements of spend analytics, business insights, and more, enabling the procurement leadership to make informed decisions

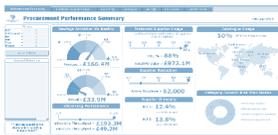
## Working wonders with our artificial intelligence-based platform Nia for data

Our team deployed our proprietary automation platform, Nia for data (Infosys Information Platform) as the CPO's dashboard. This replaced the manual dashboard creation process with data cubes and Qlikview-based online interactive dashboards. With features such as drill-down and sensitivity analysis, these dashboards have four key components:

- 1 A detailed and well-executed data ingestion process from multiple sources
- 2 A data transformation process through data modeling and cross-referencing
- 3 Compelling visualization to present data in dashboards
- 4 Embedded analysis, insights and simulations to support dynamic decision making and highlight spend related risks well in time

### Real-time insights and decision support enabled through the custom-designed CPO dashboard

#### Procurement Performance Summary



#### Preferred Supplier usage & trend analysis



#### Trend analysis



#### What if analysis



#### Customized for Procurement

Analytics, visibility and AI customized for sourcing and procurement operations



#### Dynamic Insights

Insights can be viewed in near real-time, are actionable, supporting decision-making



#### What-If analysis

Provides answers on how to improve the metric performance for user-specific selections



#### Single Source of Truth

Data from multiple sources collated and published in single platform giving metric visibility across the procurement organization

#### Typical Questions answered

- Should I renegotiate with the incumbent?
- Should I collate multiple contracts spend for the next tender?
- Should I replace suppliers in a certain commodity?
- Should I perform contract compliance deep dive?
- Should I train certain business users for adoption?
- Should I refresh my catalogues?

## Significant value realized

### Better decision-making and strategy formulation

By bringing together insights from multiple systems coupled with the ability to simulate with 'What if' and 'Should I' scenarios

### Over 60,000 GBP in cost savings annually

By automating the manual process of creating dashboards, checking quality, and vetting processes

### 80% improvement in speed of reporting

By reducing the turnaround time for the dashboards from over 2 weeks to 2 days

### Enhanced customer experience with the high quality of output

### Low cost impact / self-funded model

As Nia for data is available on a subscription model that can fund its own cost

### Agile and proactive procurement performance management

With the web-based online platform (Nia) enabled with self-guided analytical capabilities



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