RPA for
Pharma, Chemistry & Life Science

Compare & Design Prices

Industry: Pharma

Function: Customer Service/Sales

The Situation

An international pharmaceutical group sells its products on a large online marketplace. Since its competitors are also present on this platform, customers can easily compare article prices.

In order to be able to compete, employees must monitor the prices of a large number of competitors' products, which is not only a very monotonous but also a very time-consuming activity.

The Solution

Servicetrace software robots automate this process.

They read the EAN numbers of the products from an Excel file, search for them in the online marketplace, extract their current price, and compare it with the one in the Excel list. If the prices differ, the digital employees update them automatically.

Benefits

Higher employee satisfaction: employees get freed from monotonous activities

Process quality:
the long list is updated reliably and without errors

High time savings:
through automation of the entire process

Software Robots
Order Faster

Industry: Pharma & Life Science

Function: Procurement

The Situation

The purchasing department of a German pharmaceutical manufacturer has to process almost 5,000 orders per month. This involves a lot of manual work: In order to generate a purchase order from the departments' purchase requisitions, the procurement staff has to collect data from several systems.

The creation of a single purchase order takes about 15 minutes. According to the current order volume – and the trend is rising – the processing time thus adds up to over 1,200 working hours per month. This means a massive capacity commitment of the employees, who are clearly overqualified for this undemanding task.

The Solution

Software robots from Servicetrace take over and accelerate the process: They scan SAP for incoming purchase requisitions, pull information about the ordering department from the CRM, compare the data from the requisition to the quotation, and create the purchase order in SAP using preconfigured standard text blocks.

The process from receipt of the purchase requisition to the finished order now takes only 3 minutes – and runs 24/7.

Benefits

Increase speed: software robots process cases immediately – and 80% faster

Improve quality: software robots do not make mistakes

Exploiting potential: employees gain time for more demanding tasks

Research Supplier Contracts

Industry:	Life Sciences
Function:	Procurement

The Situation

An internationally active seed producer wants to centralize, digitalize and auto-mate its purchasing.

For the company to be able to send orders automatically by e-mail in the future, more than 5,000 suppliers still need to be assigned an e-mail in the internal system. The company needs a timely and cost-effective so-lution for this problem.

The Solution

For each supplier whose mail address is not known, Servicetrace software robots search for invoices stored in SAP xFlow and scan the PDF files for the sender's e-mail address.

They assign the found data to the respective suppliers in an Excel spread-sheet. After a manual check of the Excel by purchasing staff, the software robots transfer the mail addresses into the supplier database.

Benefits

Fast and flexible automation of an extensive project with scarce capacities

Time savings of approx. 5-10 minutes per supplier: 400 - 800 working hours in total, that employees can use for other tasks

Error-free data transfer and assignment

Internal Activity Allocation

Industry: Life Science

Function: Finance

The Situation

An internationally active seed manufacturer operates its own IT service organization, which is responsible for all 70 subsidiaries and associated companies of the manufacturer. The services supplied must be invoiced monthly for each of these companies on a cost center basis.

This periodically recurring process must be completed on time and with precision. Manual billing process costs employees one hour for each company or subsidiary. All in all, this monotonous and unfortunately error-prone work adds up to a volume of around 80 hours each month – time that the employees of the seed manufacturer could use for more value-adding tasks.

The Solution

In order to reduce the workload of the employees, Servicetrace software robots carry out this process and fully automate it. Based on the information they find in the respective billing files for the individual customers, the digital employees automatically create and post invoices in SAP FI. They then send the invoices to the customers by e-mail.

Benefits

Quality improvement: no more input errors due to automated execution

Saving time: approx. 80 working hours per month

Higher employee satisfaction: because they're freed from this monotonous work