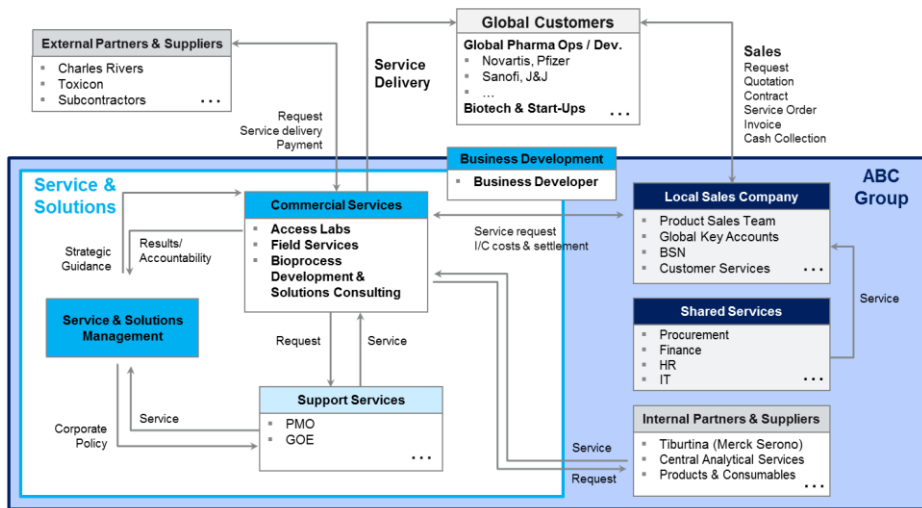


BioPharma Global Services – Operating Model



* NOTE: functional view only, does not represent organisational view

Client Context

- The client, a multinational Pharma / Chems company are seeking to globalise their business processes.
- One of their newly established business units was seeking to define an improved global operating model with a focus on providing a range of services to the BioPharma Industry.
- Their objective was to align their global management team around the Target Operating Model and establish a 2-3 year programme of change.
- As part of this, the TOM was de-composed into a business process map and translated into a set of user requirements that would feed corporate IT plans for the future.

Approach:

- First step was to rapidly understand the new business and to establish a first set of broad business user requirements.
- Second step was to create a framework for describing the business and an architecture of key business services, facilities, organisation and processes.
- We further developed this through a series of meetings and challenge workshops to develop the vision and target operating model with the new BU leadership.
- Finally, a transformation map and resource estimate was produced to support the budget preparation and support the business case / decision on route forward.

