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Case Study

Now it all adds up for a global pharma and personal health manufacturer

Gaining full visibility and streamlining audits and approvals helped this global life sciences leader manage complex go-to-market programs.

SAP Partner

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Highlights

€16 Million sales and profit improvement within one year due to 360° data visibility

Decreased rebate accruals deviations by **86%** in one year

60% decrease in the number of agreements by streamlining processes

"We needed a comprehensive approach to managing our complex programs, and Vistex provided us with a seamless, end-to-end solution. We've significantly improved the effectiveness of our business processes, which has positively impacted topline and bottom-line performance."

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Overview

A global life sciences leader with pharmaceutical operations worldwide required a robust solution to manage their complex go-to-market programs. Operating globally and across multiple regions, the company struggled with limited visibility into contracts, inconsistent pricing control and cumbersome rebate management.

They sought an integrated platform to provide a centralized contract repository with improved auditability and strengthen their design and management processes. Additionally, this solution needed to have effective workflow approval capabilities. By enhancing transparency into pricing conditions, they aimed to ensure accurate tracking of multi-tiered rebate programs while clearly defining contract partners' rights and obligations. Their goal was also to streamline pricing and order management approval processes, creating a cohesive ecosystem to support worldwide operations.

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Solution

The company turned to Vistex Solutions for SAP for a system that fully integrated with SAP ERP and Business Intelligence, providing a complete audit trail into the company's complex programs.

The overall implementation took just 9 months, a testament to the partnership across all key stakeholders, so that they could realize full visibility into reporting and auditability, resulting in significant improvements in its overall business processes.

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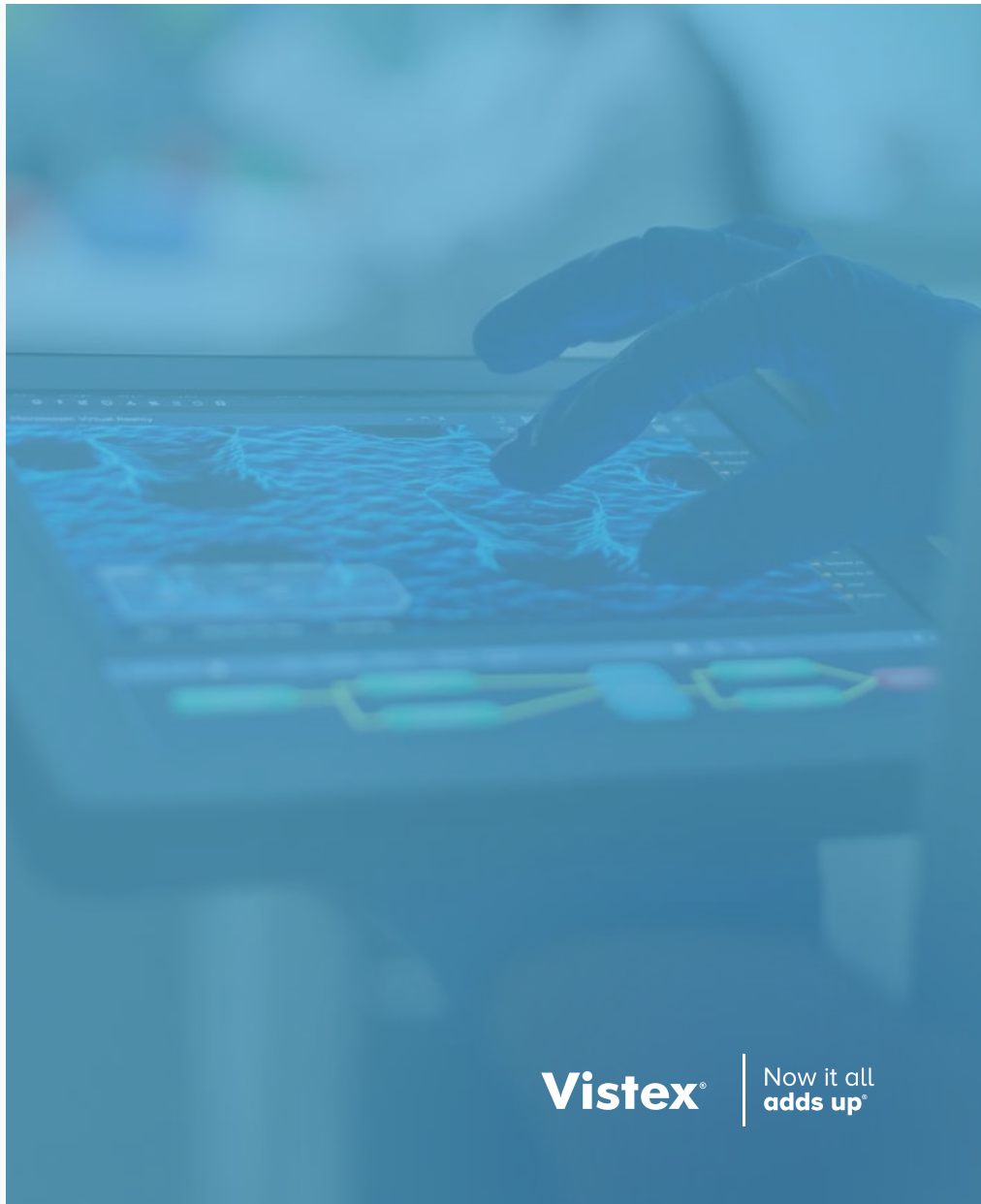
Results

Integrating SAP margin optimization solutions by Vistex into the company's SAP ERP environment delivered vast improvements across operations. The solution provided visibility into commercial contracts while streamlining the management of accrual postings, rebates, discounts, penalties and marketing funds. This integration enabled more effective global and regional pricing analysis, improving transparency to primary and secondary rebates with thorough claims verification.

Flexible approval logics with comprehensive change history and structured price maintenance workflows strengthened review processes. SAP margin optimization solutions by Vistex with advanced membership management, featuring validity periods per member and multi-group membership capabilities, enabled automatic correction of accruals and settlements when membership status changed. Enhanced deal management functionality with eligibility verification ensured deals were applied appropriately across the customer base.

Notably, the company achieved a 60% reduction in total agreements—eliminating complexity and manual efforts while substantially boosting operational efficiency.



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SAP Partner

Solutions implemented:

SAP margin optimization solutions by Vistex

– SAP Paybacks & Chargebacks by Vistex

– SAP Incentive Administration by Vistex

– SAP Data Maintenance by Vistex, pricing option

Let's Connect

About

This Fortune 500 company is a global enterprise with core Life Science healthcare competencies. Its products and services benefit people, animals and plants to improve quality of life.

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