

Pharmaceutical Company Receiving & Deployment Services

The Challenge: A large pharmaceutical company has a need for receiving and deployment services.

The client is a leading, innovation-driven corporation committed to developing a growing portfolio of best-in-class and first-in-class pharmaceutical products that help people live longer, healthier and more active lives.

The client is based in Indianapolis, Indiana and has an employee base of approximately 42,000 employees worldwide. The client is the 14th largest pharmaceutical company in the world based on the number of products in their R&D pipeline (ranked by Pharma Projects) and was awarded the "FORTUNE Best 100 Companies to Work For" in 2005 and again in 2006.

The client had a need for receiving and deployment services for their Indianapolis locations consisting of two very large facilities and twelve smaller facilities and approximately 20,000 employees. The services that were needed were receiving, inventory, imaging, asset tagging, configuration, deploying, reallocation, post support, and hardware retirement.

The Solution: SARCOM designed and implemented processes based on best practices.

SARCOM developed a team of highly qualified receiving and deployment technicians and support personnel to include a dedicated onsite project manager, defined and implemented policies and processes, identified measurable areas of service to track performance, implemented a full customer satisfaction process, and implemented our CIP (Continuous Improvement Process). SARCOM also built very strong relationships with the key stakeholders of our processes.

The Challenge: Pharmaceutical company needed a streamlined process for the deployment of computer equipment.

The Solution: Designed and implemented a solution based on SARCOM and industry best practices combined.

The Results: A deployment process which meets or exceeds the customer's expectation day-in and day-out.

Through these relationships and open communication, SARCOM was able to implement processes that were scalable and highly effective. The CIP (Continuous Improvement Process), customer satisfaction process, and performance tracking mentioned above are all critical parts of SARCOM's lifecycle strategy. Through these processes, SARCOM is able to identify areas of improvement and proactively tweak processes allowing SARCOM to continually improve upon the environment.

The Results: SARCOM has met all the client's requirements.

SARCOM has been onsite at the client for the past four years. In the past four years, SARCOM has assisted the client in reducing the following:

- Order to delivery time from 20+ days down to an average of 3 days
- On hand inventory from \$5+ million down to \$250K
- Incident cost from \$140 per incident down to \$85

- Downtime experienced by the customer from up to four hours to one hour

Over the four years that SARCOM has been onsite, SARCOM has maintained the following levels of service to the client:

- Over 99% of SLA time to delivery met with a goal of 95%
- Over 99% customer satisfaction rating with a goal of 95%
- Less than 1% post support issues with a goal of less than 5%