

# Why Digitalisation is a Fundamental Business Imperative for the Life Sciences Supply Chain from Manufacturer to Pharmacy



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# The Global Impact of Life Sciences Supply Bottlenecks

**Have you ever** struggled to find a medication you or a loved one needed?

**Life Sciences Supply bottlenecks** present major challenges worldwide. In **Switzerland** alone, nearly **1,000 essential drugs** covered by health insurance are currently **unobtainable**.

When alternatives aren't available due to drugs shortages, patients are left without options.

## What can we do?



# Genpact Approach to Empower Life Sciences with Integrated Innovation for Sustainable Growth

**2005**  
Year Founded

**800+**  
Clients

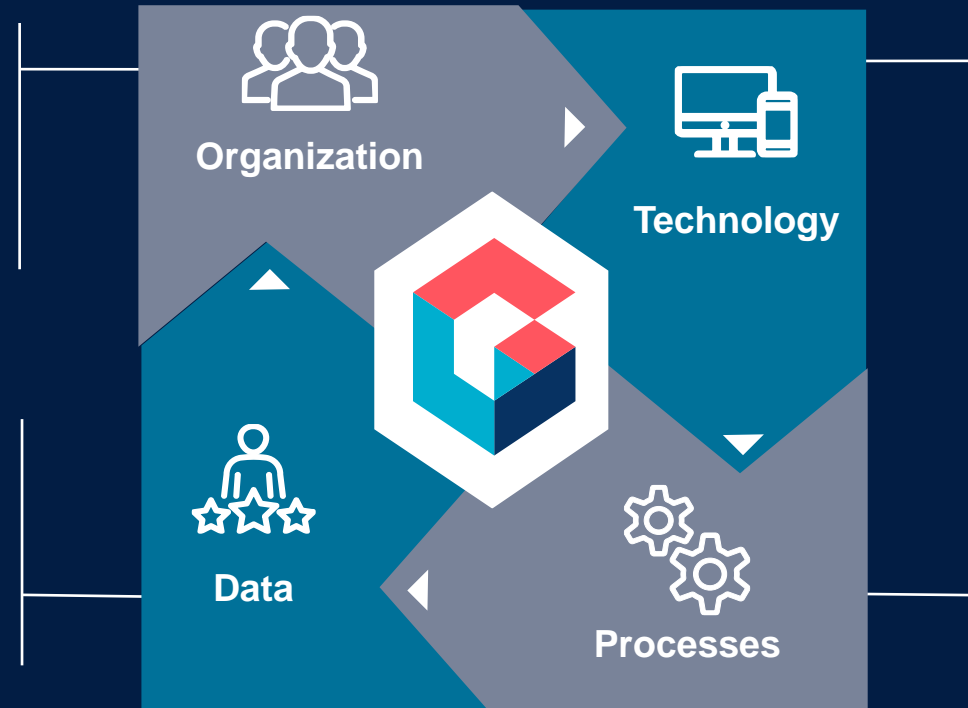
**127K+**  
Employees

**\$40B**  
Business Impact Delivered

- 100+** Total Life Science Clients
- 29** Countries with Life Science Customers
- 18,400+** Life Science FTEs
- 12** Life Science Service Lines
- 60+** Life Science Delivery Centers

Drive Market Leadership through **Collaboration, Optimization, and Integration**

Empower Action with **Real-Time, Self-Correcting, and Create Value**



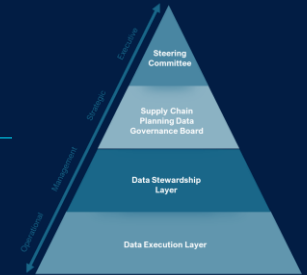
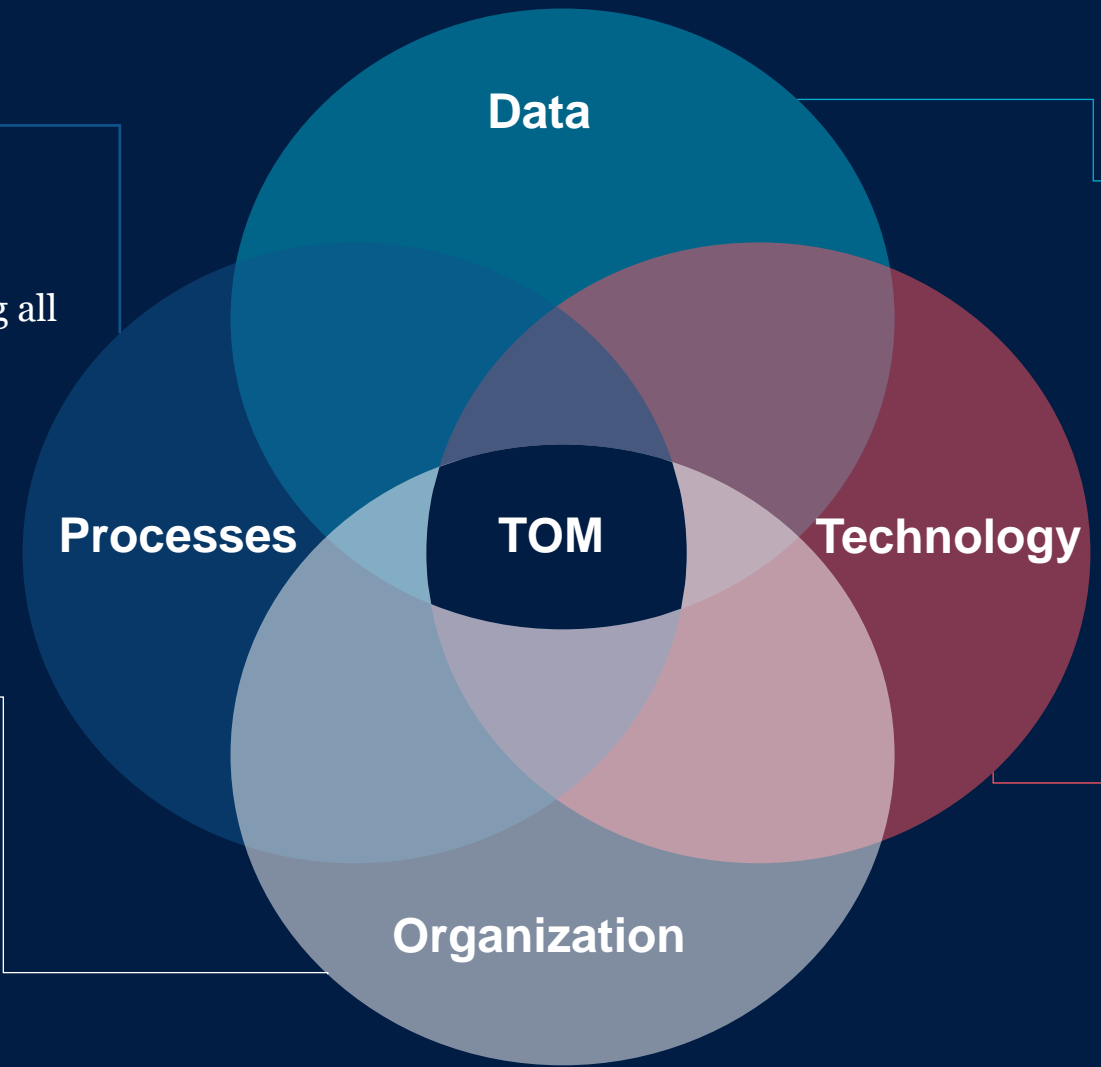
**Optimizes, Simplifies and Evolves with the business**

**Agile, Collaborative that Balances Speed and Accuracy to Prevent Crises**

# Crafting a High-Impact Target Operating Model aligned with Core Business Goals

| Inputs   | L3 Process Steps  | Outputs  | Acceptance Criteria   |                                   |                                      |  |              |           |      |                  |               |             |                 |                           |                                 |                           |                                   |                             |                |                   |                        |                       |                     |                                      |                     |                           |                           |                  |                                   |                        |  |
|--|---|--|---|-----------------------------------|--------------------------------------|--|--------------|-----------|------|------------------|---------------|-------------|-----------------|---------------------------|---------------------------------|---------------------------|-----------------------------------|-----------------------------|----------------|-------------------|------------------------|-----------------------|---------------------|--------------------------------------|---------------------|---------------------------|---------------------------|------------------|-----------------------------------|------------------------|--|
| <ul style="list-style-type: none"> <li>• Demand forecast for CY (consumers) T+1 to T+4 (WAS) - Sales forecast</li> <li>• Historical sales actuals</li> <li>• Total Market volume/size projections</li> </ul>   | <ul style="list-style-type: none"> <li>1. Review current corporate performance metrics in Demand Planner Dashboard</li> <li>2. Review the forecast accuracy by</li> </ul> | <ul style="list-style-type: none"> <li>• Historical forecast data, shipment and net sales made available in Request/Response</li> <li>• Forecasted and Current Planning</li> </ul> | <ul style="list-style-type: none"> <li>• Updated monthly forecast in full with the exception Forecast update quarterly</li> <li>• Forecasted sales in the case of data anomalies should be to be explained any on the previous</li> <li>• 10% variance of 10-Top Open items (L3)</li> </ul> |                                   |                                      |  |              |           |      |                  |               |             |                 |                           |                                 |                           |                                   |                             |                |                   |                        |                       |                     |                                      |                     |                           |                           |                  |                                   |                        |  |
| <table border="1"> <thead> <tr> <th colspan="2">Revenue Growth</th> <th colspan="2">Operational Efficiency</th> <th colspan="2">Organizational Agility</th> </tr> <tr> <th>Sales Volume</th> <th>Net Price</th> <th>COGS</th> <th>Asset Efficiency</th> <th>Plan Accuracy</th> <th>Fulfillment</th> </tr> </thead> <tbody> <tr> <td>Revenue at Risk</td> <td>Annual Target/Realization</td> <td>Financial Operational Alignment</td> <td>Key Constraint Mitigation</td> <td>Forecast consumption (over/under)</td> <td>Demand Fulfillment Accuracy</td> </tr> <tr> <td>Case Fill Rate</td> <td>Price Realization</td> <td>Direct Material % COGS</td> <td>Production/Plant/COGS</td> <td>Network/Route Ratio</td> <td>OTIF Issues &amp; Distribution Shortages</td> </tr> <tr> <td>Volume Growth (YoY)</td> <td>Trade as % of Gross Sales</td> <td>Direct Labor as % of COGS</td> <td>Inventory Health</td> <td>% of Misplacements and exceptions</td> <td>Safety Stock Adherence</td> </tr> </tbody> </table> | Revenue Growth  |  | Operational Efficiency  |                                   | Organizational Agility               |  | Sales Volume | Net Price | COGS | Asset Efficiency | Plan Accuracy | Fulfillment | Revenue at Risk | Annual Target/Realization | Financial Operational Alignment | Key Constraint Mitigation | Forecast consumption (over/under) | Demand Fulfillment Accuracy | Case Fill Rate | Price Realization | Direct Material % COGS | Production/Plant/COGS | Network/Route Ratio | OTIF Issues & Distribution Shortages | Volume Growth (YoY) | Trade as % of Gross Sales | Direct Labor as % of COGS | Inventory Health | % of Misplacements and exceptions | Safety Stock Adherence | <ul style="list-style-type: none"> <li>• L3 Revenue Metrics (Monthly, QTD)</li> <li>• Price Realization</li> <li>• Child to Item</li> <li>• Inventory (Onhand)</li> <li>• Forecast Accuracy</li> <li>• Preorder Risk (V3 and NetV3)</li> </ul> |
| Revenue Growth   |   | Operational Efficiency   |   | Organizational Agility            |                                      |  |              |           |      |                  |               |             |                 |                           |                                 |                           |                                   |                             |                |                   |                        |                       |                     |                                      |                     |                           |                           |                  |                                   |                        |  |
| Sales Volume   | Net Price   | COGS   | Asset Efficiency  | Plan Accuracy                     | Fulfillment                          |  |              |           |      |                  |               |             |                 |                           |                                 |                           |                                   |                             |                |                   |                        |                       |                     |                                      |                     |                           |                           |                  |                                   |                        |  |
| Revenue at Risk  | Annual Target/Realization   | Financial Operational Alignment  | Key Constraint Mitigation   | Forecast consumption (over/under) | Demand Fulfillment Accuracy          |  |              |           |      |                  |               |             |                 |                           |                                 |                           |                                   |                             |                |                   |                        |                       |                     |                                      |                     |                           |                           |                  |                                   |                        |  |
| Case Fill Rate   | Price Realization   | Direct Material % COGS   | Production/Plant/COGS   | Network/Route Ratio               | OTIF Issues & Distribution Shortages |  |              |           |      |                  |               |             |                 |                           |                                 |                           |                                   |                             |                |                   |                        |                       |                     |                                      |                     |                           |                           |                  |                                   |                        |  |
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- **Unleashing value by connecting all capabilities**



- **Enabling informed decision-making**

- **Fostering adoption and acceptance**

| Demand Planner | Supply planning groups |                 |                   |       |           |         |                    | Supporting supply planning roles |           |             |       | Risk management (Trade and compliance) |
|----------------|------------------------|-----------------|-------------------|-------|-----------|---------|--------------------|----------------------------------|-----------|-------------|-------|--|
|                | Demand Manager         | Insight Partner | Demand Controller | Sales | Marketing | Finance | Product Management | Supply                           | Logistics | Procurement | Legal |  |
| RA             | R                      | C               | R                 | C,I   | C,I       | C       | C                  | C                                | C,I       |             |       |  |
| RA             | R                      | C               | R                 | C,I   | C,I       | C       | C                  | C                                | C,I       |             |       |  |
| RA             | R                      | C               | R                 | C,I   | C,I       | C       | C                  | C                                | C,I       |             |       |  |

- **Empowering Innovation and Collaboration**

# Evolving Our Technical Operating Model: Embracing New Dimensions

Our Technical Operating Model must evolve.

Today, **failure** and **continuity** don't just depend on internal processes.

Having an accurate **ERP is no longer enough.**

To navigate today's complex landscape, we must **anticipate** and rapidly **adjust** to change, integrating new dimensions into the way we operate.



# Winning together: Integrated Planning processes across different horizons

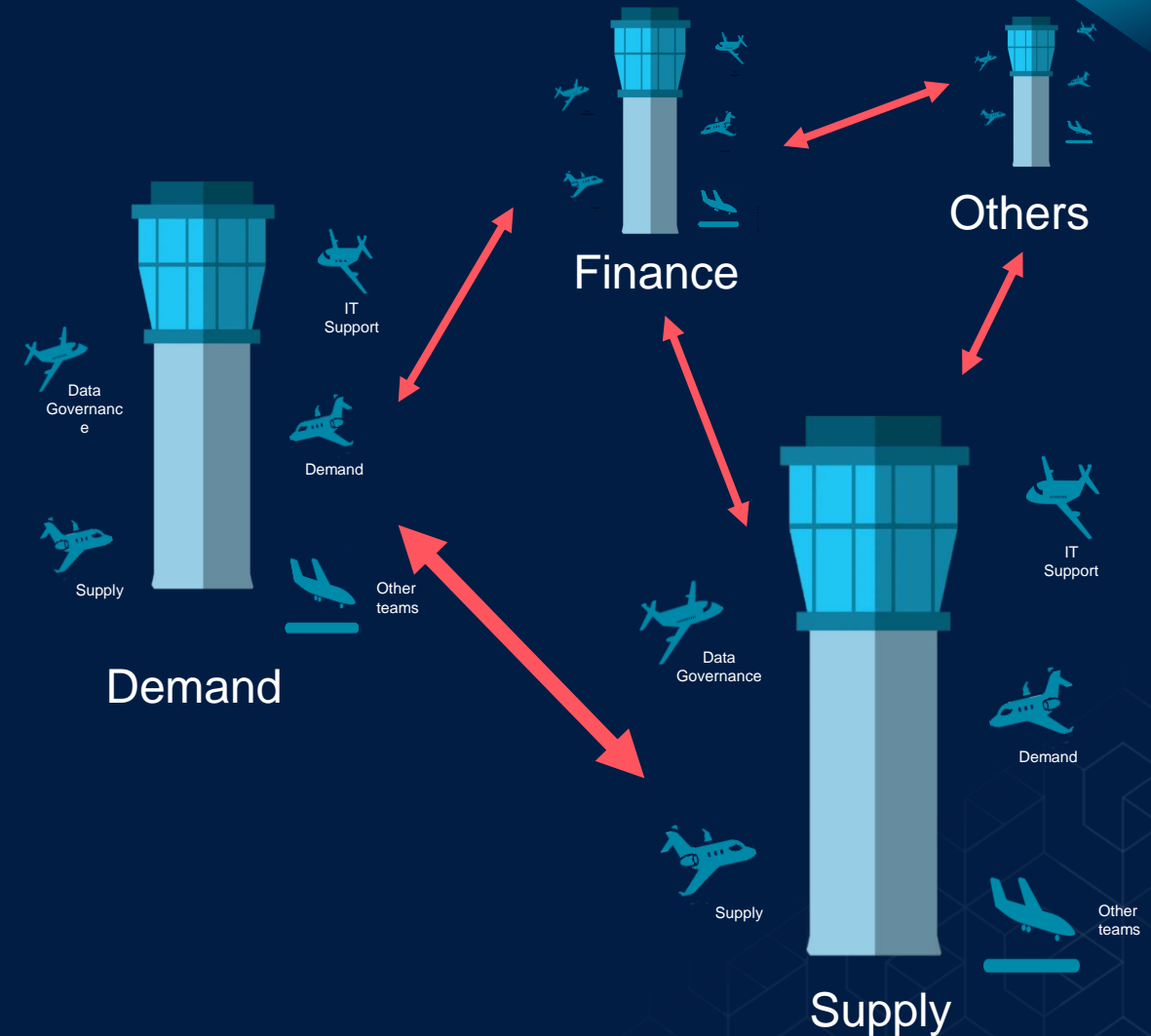


Our priorities: **align horizons, govern data, standardize processes, and design collaboration** to adapt seamlessly across internal and external changes.

# We Must Break the Cycle of Isolation

As **market dynamics** shift and technology rapidly evolves, the need for agility, compliance, and value has never been greater.

Our **Control Towers** are **catalysts** for transformation, **enhance visibility** and foster trust, while bolstering **operational capacity**.



# Optimize Supply Chain Complexity with Our Data-Driven Control Tower Solution



## Market Challenges

Lack of mechanism to **track key performance indicators** across SCM partners value chain of supplier

Absence of insights for **informed decisions & actions across** supply chain functions

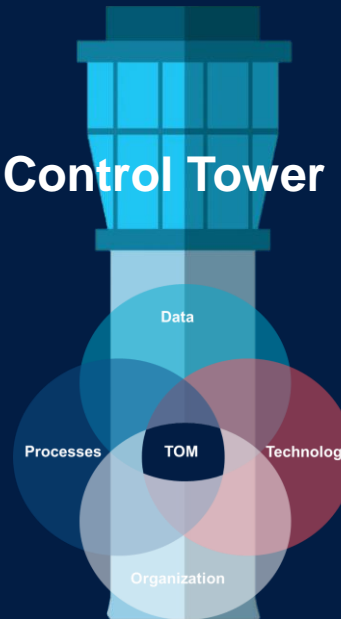
Challenges related to **data silos** with disparate systems resulting lack of single source of truth

**10-20% OTIF** improvement through insights generation for proactive actions



## Genpact Framework

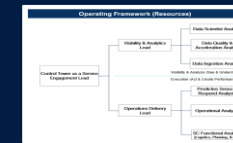
### Control Tower



**5-30% logistics** cost avoidance through optimized network visibility



## Genpact Accelerators



**Operating Framework**



**Touchpoints oriented, Modular based & Scalable**



**Analytics & Technology oriented**

**10-30% Forecast** accuracy improvement with advanced models & alerts

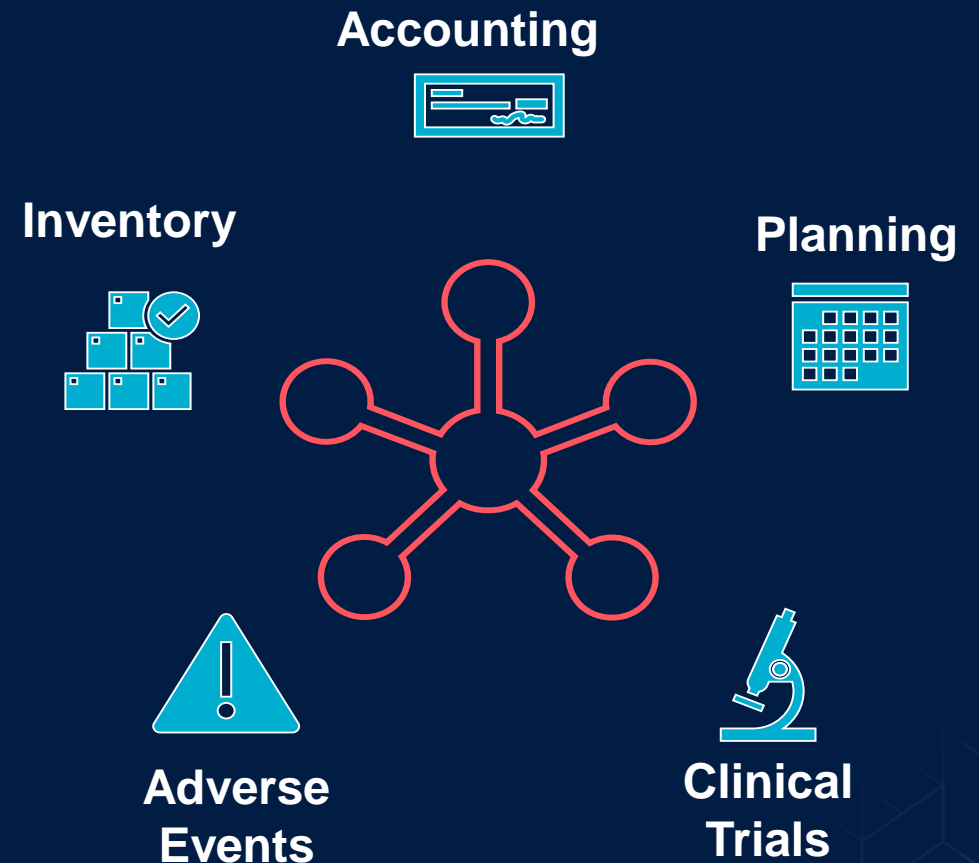


# Life Sciences Collaborative Future

Imagine a **Life Sciences** supply chain where capacities and resources are part of a shared, **virtual pool**.

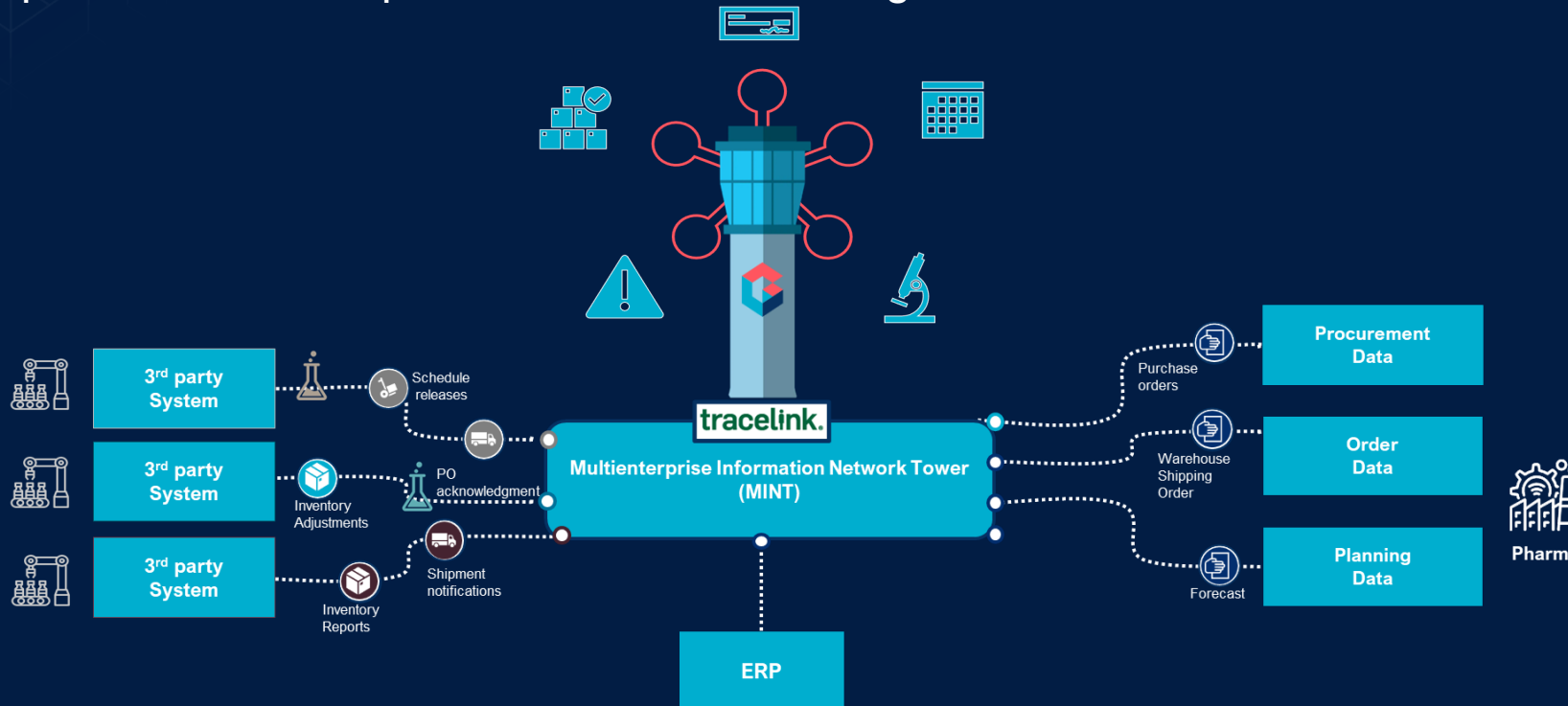
By embracing concurrent planning, integrating **accounting**, **inventory**, **clinical trial** results, and **adverse events** monitoring, we can innovate and react faster.

**Collaboration** becomes our greatest asset and differentiator.



# Genpact's approach to delivering visibility and collaboration via TraceLink MINT solution

TraceLink and Genpact empower a hyperconnected supply chain, leveraging digital solution for a central view of performance and proactive decision making



## Approach and high-level responsibilities

### Genpact:

- Manage overall project
- Provide business integration process flows
- Manage change
- Configure the system (master data, access controls, roles and permissions etc.)

### TraceLink:

- Configure partners on the TraceLink network
- Provide partners with access to library of existing standard maps for implementation consideration
- Customize to meet desired formatting requirements of partners
- Provide support and assistance for TraceLink solutions

### Client:

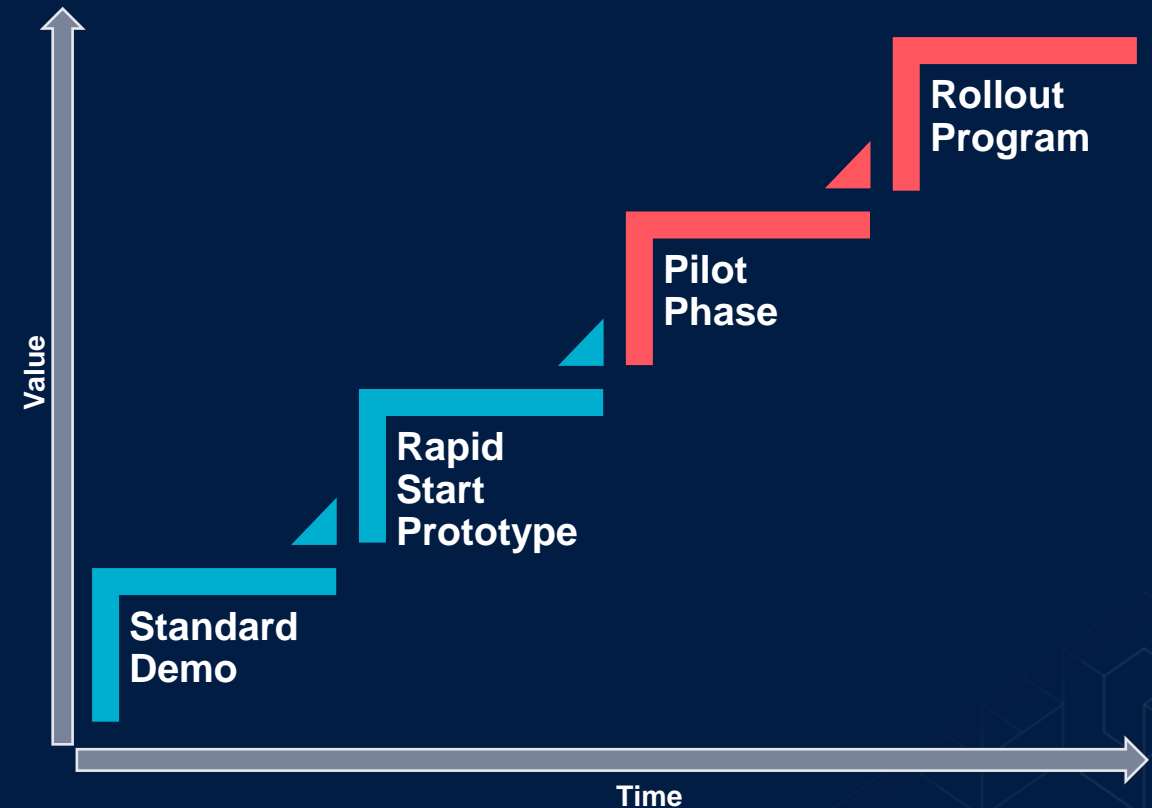
- Provide SteerCo, management support to project
- Business availability to validate op model/flows
- Relationship leads to facilitate partner conversations

**Integrate Once, Interoperate with Everyone** makes this model attractive to Partners

# Creating Value with Rapid Start Prototype Methodology

Agility is **not only** about **accuracy**.  
it's about **collaboration** and **speed**.

Our methodology focuses on **incremental**,  
**tangible** outcomes to adapt quickly—  
whether to retrace steps or continue driving  
value forward.



# Identifying the Most Suitable Approach and Increasing Adoption

Beyond PoC: Our Innovation Lab Promotes a **Four-Step Approach** to Deliver Full Value

Assessment

Program

90 days

## Standard Demo

- **Purpose:** Does the solution meet my business needs?
- **Benefit:** Offers an initial view and discusses architectural compatibility at no cost.

## Rapid Start Prototype

- **Purpose:** Does the solution work in my environment?
- **Benefit:** Evaluates how the solution works with your configurations

## Pilot Phase

- **Purpose:** Does the solution meet all specific needs of a site?
- **Benefit:** Ensures scalability and reduces costs for future rollouts.

## Rollout Program

- **Purpose:** Can the solution be successfully deployed across multiple locations?
- **Benefit:** Guarantees successful and consistent implementation wherever needed.

# What are the key Active Ingredients of our Solution?



Expertise

We will leverage our **deep domain knowledge** and global reach to navigate complex setups with ease.



Customization

Each business unit is unique. Our **adaptable architecture** will deliver solutions tailored to specific business needs and digital growth potential.



Holistic

We will utilize **best practices** to automate controls and develop scenario planning, leaving no stone unturned



Future-Ready

We optimize our current assets, using adaptive strategies to maintain maximum **flexibility** and readiness for future needs



Trust & Reliability

By keeping a wide range of scenarios open, we build trust and ensure **resilience** for the future