

Catalog Management and Procure to Pay Excellence



A leader in pharmaceuticals, chemicals and life science, Merck chose ConnektBizOnline to manage its order management cycle with its customers across the world.

INDUSTRY: Pharmaceutical

OUR SOLUTION NAME: ConnektBizOnline(CBO)

HEADQUARTERS: Frankfurt, Germany

NUMBER OF EMPLOYEES: 50,000(approx.)

OUR CUSTOMER SINCE: 2012

Key Challenges:

The organization faced following challenges:

- Uploading and maintaining large no. of catalog items in customer specific catalogs
- Supporting round trip of Punch-out using Customer' SAP system
- Delays in procurement cycle transactions with different customers
- Automating Order to Cash transactions like receiving PO, sending PO Acknowledgement and raising invoices
- Manual paper based transactions are error prone and wastes time
- Risk of procurement noncompliance
- No integration to ERP, hence keyed in manually in ERP
- Limited control and visibility of P2P process

About Merck

Merck ranks among the world's leading pharmaceutical, chemical and life science companies. They operate their business in four divisions: biopharmaceuticals, consumer health (over-the-counter pharmaceuticals), performance materials (high-tech chemicals) and life science tools.

Business Benefits:

This large pharmaceutical company with an enormous number of products uses ConnektBizOnline to maintain and upload its large no. of catalog items in various customer specific catalogs with specific pricing and details. The organization maintains more than 100,000 Catalog items across its various customers. It includes SAP Punch-out making shopping experience much easier for its customers. ConnektBizOnline also helps in streamlining their entire Order Management cycle including receiving Purchase Order, sending Purchase Order Acknowledgement and raising invoices. This helps the organization shorten their order to cash cycle helping them to transact with their all customers through ConnektBizOnline which enables SAP integration at the back end in real time.

- Complete Automation and Workflow of Procurement Process.
- Easy upload and maintenance of customer specific catalogs leading to better customer buying experience.
- Streamlined Procurement cycle like receiving PO, sending PO Acknowledgement and raising invoices leading to removal of delays and missing deadlines.
- Increased transparency and accountability of the system
Integration with SAP provides integrated and consolidated system to manage the entire cycle and finally updating in the ERP.

Modules & Services Implemented:

- ✓ Catalogue Management
- ✓ OCI punch out