

## A global biopharma company

Digital transformation of analytical processes in drug discovery allows researchers to focus on science



The mission of this global biopharma company is to discover, develop, and deliver innovative medicines to patients with serious diseases.

They took the innovative approach of delivering inter-lab workflow applications through the use of a BPM platform, integrating them with domain-specific laboratory information management systems (LIMS), whose workflows are not portable to other domains.

### About this implementation

The inability of LIMS vendors to cross domains prompted this group to look at BPM as a solution. The inter-lab processes were no different than some of the financial and operational processes that BPM had already solved. There was some initial resistance to use a BPM solution as a previous pilot run on another vendor's solution was not successful. Management was skeptical of the benefit and did not understand how it would work in a scientific environment. This was quickly overcome by running a proof-of-concept with Bonita and demonstrating the ease with which it be integrated in the company environment.

“ Now that we have automated the entire process and eliminated manual spreadsheets and hand-drawn models, our scientists are focused on data interpretations rather than performing kindergarten tasks of cutting and pasting. ”

Associate Director

R&D IT

This research facility needed to:

- Enable the digital transformation of paper based process across the labs
- Use BPM capability to streamline inter-lab requests, and integrate their LIMS to perform domain specific tasks
- Integrate their Bonita application with Perkin Elmer Electronic Lab Notebook, Mosiac LIMS, and Biovia LIMS

## Objectives

## Challenges

The analytical chemistry group in India was under increasing pressure to deliver critical lab results to chemists. The existing process did not keep up with the growing demand. The primary reason was because the process was paper based and created a logistic nightmare for handling of new requests and delivery of results.

- Chemists used paper form to manually draw chemical structures and to request analytical assays.
- Analysts were often unable to read the structure or the paper request had missing or incorrect information.
- Results were stored in a shared folder and the chemists were constantly scanning through the directories to locate their results.
- With over 500 requests per day and thousands of files the process was onerous! Analysts and chemists wasted valuable time constantly checking with each other (instead of running experiments).

## Outcomes





As of May 2016, there are 5 applications in production used by 1400 users across US and India. Over 600 new requests are submitted daily.

The BPM platform has been expanded to other organizations: Biologics, Veterinary Sciences, Histology, and High Throughput Screening.

## Benefits

- Digitizing paper based analytical process resulting in time savings equivalent to 5 FTE's.
- Errors due to missing information virtually eliminated.
- Increased transparency into state of the request reduced the constant back-and-forth between chemists and analysts.
- Better process performance metrics are now available.



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