

ENKI CASE STUDY

IT CURRENT STATE ASSESSMENT

Overview

Largest supplier of end-to-end pharmaceutical samples management services to 100+ life science companies throughout the U.S. Private company with \$100+ million in revenue and over 700 employees across six locations throughout the U.S.

Problem

- Failure to fully integrate recent acquisitions resulted in disparate and duplicated systems, inefficient teams, and confused customers
 - Lack of standardized and repeatable client solutions created complexity in selling and substantial internal inefficiencies
 - Unable to remain competitive due to high operating costs
 - Poorly understood cross-functional requirements and lack of breadth of client solutions caused pricing estimates to be off by more than 300%
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Action

- Performed an IT Current State Assessment to determine process and technical gaps
 - Performed an assessment of the business / client proposal and estimating work
 - Developed 5-year roadmap to transition to new software platform to track end-to-end distribution of products and materials for clients
 - Validated a single strategic software platform and developed road map to fix gaps
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Outcome

- Delivered new estimating processes improving estimate accuracy to within +/-10%
- Delivered IT Current State Assessment demonstrating none of the enterprise systems met the end-to-end business's client transaction and support needs
- Identified new funding opportunities
 - Defined \$4M small business market through new client software platform
 - Uncovered \$21+ million in annual operational savings (30% of operating cost)
 - Found \$1 million in IT purchasing savings
- Created a 5-year road map with funding and growth targets