

ROCHE DIAGNOSTICS **K2 CASE STUDY**



JEAN-DANIEL RENEVEY
regional head of IT

K2 APPS
CUT PROCESS
TIME FROM
DAYS TO
HOURS

LOCATION Singapore

INDUSTRY Pharmaceuticals and biotech

COMPANY PROFILE Roche Diagnostics develops medicines and diagnostics that help patients live longer, better lives.

SOLUTIONS More than 20

SOFTWARE K2, SharePoint, SAP, other

BENEFITS Reduced cycle time, from days to hours
Consistency and standardization
Compliance
Line-of-business integration
Visibility
Mobile integration

ROCHE K2 CASE STUDY

"INNOVATION
isn't something which
falls from the sky;
it is **NURTURED** and
there are *processes*
to **MANAGE** it."

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PROBLEM

Roche Diagnostics is growing twice as fast as the market in the region. It's good news for the stakeholders, but this kind of growth brings on a certain set of challenges, as well.

The company was dealing with manual processes that resulted in mounds of paperwork, loss of efficiency and poor-quality customer responses.

Roche needed flexible solutions that would evolve with the fast-paced company, and clear the way for important research and advances in the field of diagnostics.

"We have multiple platforms – we have SAP workflow, we have some homegrown workflow – but most of these solutions were lacking in one way or another," said Jean-Daniel Renevey, regional head of IT for Roche Diagnostics, Singapore. "And we needed a solution deeply integrated with the Microsoft world."

Roche was looking for business process rationalization, end-user efficiency, mobile integration, better process compliance and visibility.

SOLUTION

Now, Renevey and his teams have built K2 business applications for everything from simple processes, like travel requests and training approvals, to complex, long-running processes, like its 60,000 requests per year for delivery of free-of-charge goods.

With more than 20 K2-based solutions providing end-to-end automation, Roche has seen dramatic improvements in daily operations.

"Benefits for the business? Very simple," Renevey said. "We reduce cycle time from days to hours. [We have] process standardization across the region and compliance on traceability."