



NA – Delivery Success stories – June '24

BU	Account Name	Key Achievements
MALS - MFG	TOYOTA MATERIAL HANDLING, Inc. ("TMH")	<ul style="list-style-type: none">Strengthened the process documentation for TMH AS400 along with customer sign off. This is being utilized across multiple IT teams and end-users.This helped to reduce 20% of ticket backlogs. Customer is very happy with the delivery, that is reflected in 4.8 out of 5 OTACE score.The customer also recognized the cost savings of 3 Value Adds.
MALS - LS	ThermoFisher RPA Enh/Op.Sup24	<ul style="list-style-type: none">Automated repetitive tasks in UiPath for operational efficiency.Auto Synthesis deployed to analyse top incidents to improve bot stabilization and reduce ticket inflow.
MALS - LS	IPSEN Elafibranor Onboarding	<ul style="list-style-type: none">Deployed Quero360 platform to onboard Multiple specialty Pharmacies & HUB/Copay (for Enrollment & claims) processes with referral/Shipment/HUB data. This helps in –<ul style="list-style-type: none">Measuring the data quality and performance of specialty pharmacies.Tokenizing the patient information and providing aggregated data with patient journey to Ipsen for their analytical needs.Increasing the tracking of drug sales and providing Patient Journey data.

