

Transforming Legacy Systems to Improve User Experience and Operations for a Premier BioPharma Company

■ Case Study



Overview

Redesigning IT operations for enhanced experience

A newly formed biopharma company specializing in sterile injectables contract manufacturing, delivery systems, and customized support services needed support capability for its IT operations around the clock. The client redesigned its operation services with our assistance and enhanced user experience across the EU and US regions.



Challenges

Outdated systems and continuous support

The client's transition service agreement (TSA) exit involved many complexities, including migrating off the former parent's applications portfolio (customizations, harmonization of US and Germany workflows, integrations, regulatory verifications, etc.) The biopharma company also faced the challenges of maintaining 24/7/365 support for users and migrating the legacy tool TrackIT to ServiceNow to execute its in-house IT operations. The client foresaw standing up its operations for desktop support and systems and service management within three months.



Solution

New implementations for better performance and satisfaction

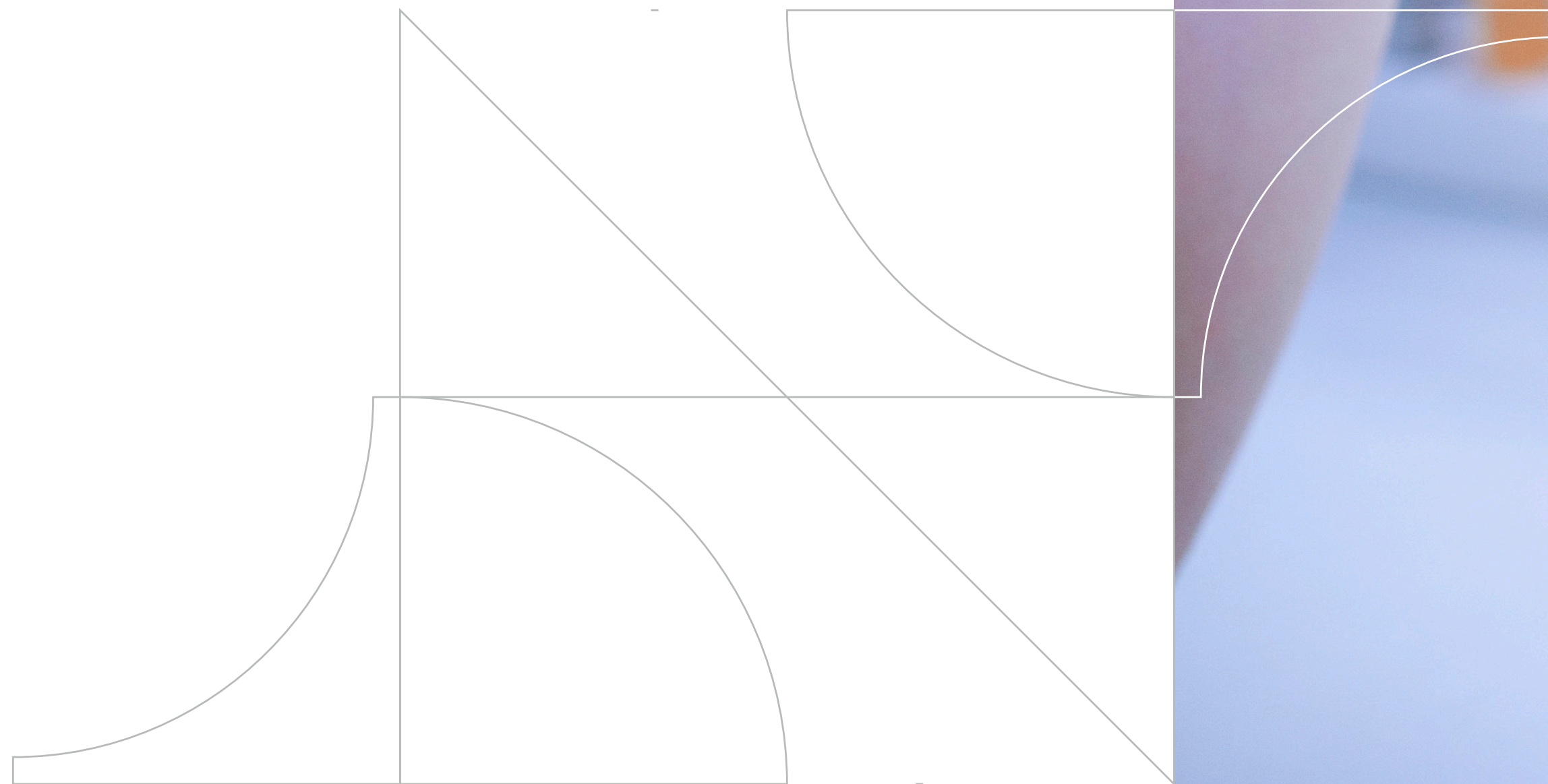
Zensar devised a strategy to redesign the client's operations and services. We started the process with workshop sessions with IT stakeholders to understand the workflows and processes. Then, we delivered IT services through a centralized employee center portal and work queue. The service management implementation for ITSM — covering infrastructure management (IM), service request management (SRM), knowledge management (KM), and service level agreement (SLM) — and language translation for users based out of Germany, focused on reducing cognitive overhead and providing maximum affordance and utility. We also shaped the end-to-end service architecture for on-boarding/off-boarding as the ServiceNow product offering evolved.



Impact

Streamlined operations and improved user experience

The solution resulted in an overwhelmingly positive response to new designs for IT operations services rolled out to the EU and the US. The client delivered an enhanced end-user portal experience, including support for multiple languages for real-time data translation, and structured its business applications. In the words of the client's Global Director of IT Operations, "The team (Zensar) was very accommodating and quick to understand our needs and helped us be effective with our time and alignment on our deliverables. I appreciate them and cannot thank them enough for everything they did to help us deliver and be successful."





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