Operations analytics
for a leading healthcare MNC

About the client

The company is a global healthcare giant with over 130 years of experience. It boasts a vast network of manufacturing facilities, including 120 outsourced and 10 internal sites across the APAC region alone.

Founded in	Assets	Revenue	Employees
1886	USD **187.3** Bn	USD **94.9** Bn	**152,700**

Objectives and challenges

The healthcare stalwart regularly conducted inspections at each of its manufacturing sites to identify potential cost-saving opportunities through process optimization. However, these inspections presented several challenges:

- **Offline reports:** Insights from inspections were documented in offline reports, making it difficult to share and analyze them on a global scale.

- **Manual processes:** The reliance on manual data extraction and analysis introduced human error and bias into the process.

- **Limited visibility:** Identifying trends and drawing parallels across different facilities was challenging due to the lack of a centralized platform.

Approach and solution

To address these challenges, a comprehensive operations analytics solution was implemented with the following key features:

Standardized framework:
A data-driven framework was established to capture all quantifiable aspects of the audit process, ensuring consistency and compatibility across all facilities.

Automated data extraction:
The solution automated the extraction of data points from audit reports, eliminating manual efforts and improving data accuracy.

Interactive presentation layer:
An intuitive dashboard provided users with clear insights and the ability to delve deeper into specific areas of interest.

Results delivered

The implemented solution delivered significant benefits for the firm:

- **Economies of scale:** Standardized solutions for common issues across facilities enabled the client to achieve economies of scale, leading to cost savings.

- **Trend analysis:** The ability to draw comparisons with past audit findings allowed them to identify recurring problems and implement preventative measures.

- **Centralized knowledge base:** Digitizing all diagnostic analyses on a common platform created a centralized knowledge base for future reference and decision-making.

Client benefit

By implementing this Netscribes' operations analytics solution, the stalwart was able to streamline the audit process, saving time and resources, make informed decisions about process optimization and cost reduction, and identify and address potential issues, proactively mitigating risks and improving operational performance.

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