Life Sciences Digital Transformation
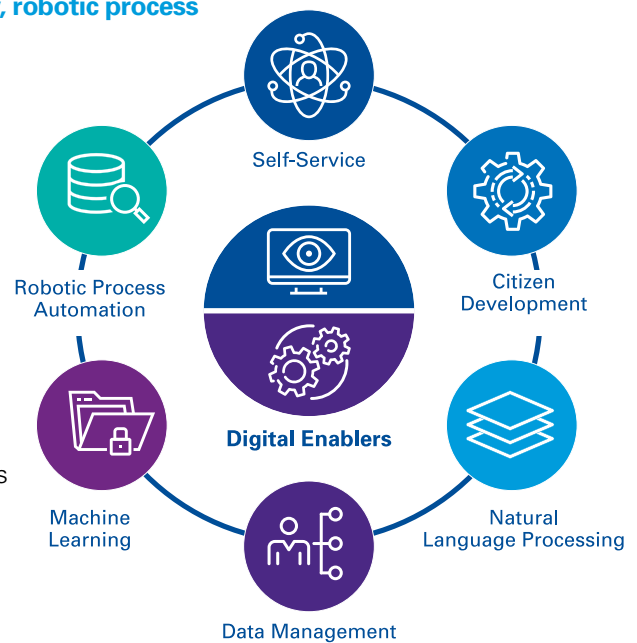
Mega-Process Intelligent Automation (IA) Strategy & Implementation Services

Service Offering Summary

The life sciences industry is pivoting towards a digitalized ecosystem as the introduction of new technologies significantly disrupts how they operate. The need for personalized medicine requires leading companies to improve speed to market and reimagine human-machine interactions via advancements in workflow, robotic process automation, predictive analytics, and advanced algorithms.

Companies are now looking to take on more comprehensive, end-to-end view of their business processes across a broad spectrum of intelligent automation capabilities to address operational improvements holistically.

Traditionally, the lack of application and data integration across business functions limits effectiveness between the various groups and requires extensive inefficient manual steps to execute the process. Often, significant company resources are spent on automating downstream processes for problems that exist upstream. Leading life sciences companies are now adopting a "mega-process" view of the end-to-end process to streamline process stages, functions, and systems needed to run core business operations. This approach also helps companies to focus more resources towards transactional outputs, process ownership / governance, and improving customer experience. As a technology enabler, IA orchestrates mega-processes efficiently to reduce (or eliminate) manual work efforts. Companies are using leading IA technologies for basic, enhanced, and cognitive solutions to introduce transformational human-machine interactions that drive value and amount to substantial cost savings or revenue gains through better customer experience.

Digital Enablers

Self-Service · Citizen Development · Natural Language Processing · Data Management · Machine Learning · Robotic Process Automation

IA digital enabler tools leveraged across life sciences "mega-processes"

> " *KPMG helps organizations take a hard look at automation opportunities while enabling a smooth path toward end-to-end process change.*

— **Kelli Brooks**, KPMG, Principal,
National Life Sciences Consulting Leader

KPMG offers leading life science operations consulting, IA accelerators, and digital services to support life sciences companies in their mega-process automation transformation. We have end-to-end process taxonomies for all major mega processes in Finance, Supply Chain, Procurement, HR, R&D, IT, Commercial, etc., with corresponding IA overlays that call out high impact IA opportunities and automation "value pools" identified by their level of cost savings (i.e. $10M-$50M+). These value pools aim to accelerate the ideation phase of our client's digital journey and ultimately better integrate operational services. Our digital practices offer several accelerators for digital solution development, namely IA bot component libraries, IA process design frameworks, and advanced analytics algorithms that aligns core functionality / solutions to business operating models to efficiently orchestrate mega processes. ●

Examples of process taxonomies that identify cross-functional opportunities for systems, service delivery, and intelligent automation implementation

"

As life sciences firms join the road to digital, understanding impactful automation opportunities is essential for driving long lasting process change and enabling a connected enterprise.

— **Justin Hoss**, KPMG, Principal, National Life Sciences Technology Leader

Contacts

Kelli Brooks
Principal, National Life Sciences Consulting Leader
213-533-3389
kjbrooks@kpmg.com

Justin Hoss
Principal, National Life Sciences Technology Leader
312-665-3265
jhoss@kpmg.com

Chuck Stuart
Director, Advisory
213-593-6315
cfstuart@kpmg.com

To learn more, please visit **read.kpmg.us/healthcarelifesciencesinstitutes**

kpmg.com/socialmedia