

# Problem, solved.

## Ipsen

Pharmaceutical firm replaces financial investment approval workflow with Google Apps to reduce processing time from two weeks to just two days.

**RunMyProcess.**

a Fujitsu company

# Background

Ipsen is a specialist pharmaceutical company with a presence in almost 50 countries and more than €1.1 billion in sales. Founded in 1929, it now has 4,500 employees worldwide.

## Problem

Ipsen had recently moved from Lotus Notes to Google Apps for messaging. Although the company used SAP for its ERP system, one important business process was still very manual – that of financial investment approval. It required requests to be sent from one site to another for approval. These were sent by fax or mail and each would take up to three weeks to be approved.

## Solution

Ipsen's move to Google Apps was instigated by the company's desire to start using SaaS-based solutions to maximize adaptability and cost control. They hadn't really been using the workflow solutions offered by Lotus Notes and had only developed a small number of Lotus applications. Now they were using Google Apps, it was a logical next step to add workflow functionality. It was at that point that Ipsen turned to Fujitsu RunMyProcess.

The Fujitsu RunMyProcess workflow enables Ipsen staff to raise purchase requests easily by filling out the appropriate form and attaching any required documents. The system then automatically routes the request to the right people based on the pre-defined set of criteria. It automatically handles archiving approved requests and attached files. The solution can be used securely on any device, including home computers and tablets. It uses tight Google Apps integration for authentication so that the end user doesn't need to manage any additional passwords.

## Benefits

The new application was met with widespread approval from all users at Ipsen, including requesters, approvers, management, and financial controllers. Because it is form-based, no training was required. Most importantly however,

the solution drastically reduced approval time, from two weeks to just two days – even if the request requires multiple signatures. And by making the purchase request process more responsive, Ipsen can now take advantage of time-sensitive offers for goods and services wherease before, it would often miss out on these deals.