

## CASE STUDY

# How a Large Pharma Cut Down Lab Supply Ordering Time by 50% in 2 Weeks



## Introduction

In the fast-paced world of biopharmaceutical research and development, efficiency and cost-saving are key to staying ahead of the competition.

ZAGENO recently collaborated with a top 30 pharma R&D organization to implement the ZAGENO marketplace, in order to simplify their complex and inefficient lab supply ordering processes.

This case study will detail the challenges faced by the company and the solution that could help many other organizations facing similar difficulties.

## Key facts



### Client

Top 30 Pharma R&D organization



### Challenges

Long delays in non-catalog orders | Increasingly complex long-tail of specialized suppliers | limited visibility in its long-tail spends



### Solution

phased onboarding per lab location with access to ZAGENO's marketplace and spend dashboards



### Results

Adding new suppliers went from 3 days to 30min | Placing an order went from 6 days to 6hrs.

## Challenges

The company was facing four significant challenges in its lab supply purchasing process:

### Order Delays

Researchers experiencing long delays in obtaining non-catalog products due to outdated purchasing processes and technologies.

### Supplier Deficiency

Global distributors not keeping up with growing long-tail of small, specialized suppliers critical to research.

### Spend Visibility Gap

Finance and procurement lacked visibility into long-tail spending, missing opportunities to reduce costs.

### Inefficient Purchasing

High administrative, overhead, and transactional costs of managing complex and manual purchasing process.

## Solution

ZAGENO proposed a phased onboarding starting first with one of the company's locations with a small group of researchers and procurement staff and expanding progressively. The goal was to demonstrate that even a large, international, publicly traded enterprise could quickly and easily optimize its lab supply purchasing process for efficiency and data transparency gains, utilizing ZAGENO's marketplace.

The onboarding included:

- Access to the ZAGENO marketplace,
- End-to-end onboarding of all new suppliers,
- Detailed spend analysis dashboard with metric breakdowns by supplier and product category.


## Results

The initial onboarding drove overwhelming adoption, immediately resolving key pains:

- **Speed** of integrating new products and suppliers into the catalog.
- **Efficiency** of the order placement process.

The pilot was an overwhelming success for both sides:

 Add new products in record time: 3-day process into only 30 min.

 Orders placed swiftly and efficiently: with ZAGENO, the once time-consuming 6-day task now takes only 6 hours.

## Lessons Learned

The pharmaceutical company was able to drastically improve its procurement process using the ZAGENO marketplace, leading to two significant benefits.



### Simplified Purchasing Process

The ZAGENO marketplace greatly simplified the purchasing process managed by the procurement teams, streamlining it into just one platform, including non-catalog orders.



### Improved Spend Transparency

The Spend Analytics Dashboard gave senior management at-a-glance visibility into long-tail spending across 900 suppliers, allowing them to make informed business decisions within their lab supply purchasing process.

This partnership highlights the power of a marketplace in optimizing lab supply purchasing processes for efficiency and cost savings, pushing businesses toward greater heights.



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