

CASE STUDY

How a global biopharma took its ordering process fully self-service and eliminated 100% of non-catalog spend within 6 weeks with ZAGENO

Introduction

A global biopharma implemented Coupa in 2021 with the goal of allowing scientists to purchase directly through catalogs for the first time. Unfortunately, scientists could only purchase 50% of needed supplies through the four available PunchOut catalogs, resulting in long tail spend and a slow and burdensome ordering process. Without an easier way to purchase non-catalog items, a transition to full self-service seemed impossible, until they were introduced to ZAGENO.

Key facts



Client

Global biopharma based in Boston, MA specializing in orphan drugs treating rare disorders



Challenges

Small ops team supporting 400 scientists | Ordering automation stalled at 50% | Non-catalog orders burdensome for scientists



Solution

Add ZAGENO marketplace as fifth PunchOut catalog to complete self-service and purchasing automation for ordering research supplies



Results

Full purchasing automation in 6 weeks. \$305,000 in savings (30%) within 7 months.

Challenges

Scientists extremely dissatisfied

What was supposed to improve the ordering experience was making it worse

Transition to self-service stalled at 50%

Transition to Coupa did not fully automate the process as hoped, leading to a long tail

Hundreds of hours wasted on ordering

Scientists spending 7.1 hrs per week searching websites and tracking orders

Protracted new supplier addition process

Time to add a new supplier and place an order taking four weeks

Solution

To fully eliminate non-catalog spend and complete self-service purchasing automation required adding ZAGENO's lab supply marketplace as a fifth (and final) PunchOut catalog.

The small **Scientific Operations team** needed a solution that would remove them as intermediary between their team of 400 scientists and their suppliers.

Scientists needed a solution that would empower them to place and track the remaining 50% of non-catalog orders in a time and cost-efficient way.

Access to the ZAGENO lab supply marketplace quickly achieved the goals of all stakeholders.

Results

Within 6 weeks of contract signing with ZAGENO, scientists were placing 100% of their orders themselves, finally fully completing their purchasing automation journey started in 2021.

Within 7 months with ZAGENO:



\$305,000 in savings (30% of spend)
17% product cost savings



30 minutes saved per order
Reduced experiment delays
Reduction of 62 invoices



81 ZAGENO vendors utilized,
eliminating small, low value contracts
and setups



**100% elimination of non-catalog
spend**

ZAGENO, in the words of the client

"ZAGENO has been key in our transition to self-service purchasing with Coupa. By consolidating all non-catalog spend within ZAGENO, we've automated a previously manual process leading to both time and operational savings. Notably, we've **eliminated supplier onboarding** (for lab consumables), **reduced invoice processing**, and are able to **access the best price** for each item."

-- Director Procurement and Supplier Operations

"I really like the ZAGENO list feature because I test many antibodies and I don't want to share it with my organization until I've completed the testing."

-- Senior Scientist

"The communications and timely responses that the ZAGENO team has provided have been great. The **level of support is amazing!**"

-- Research Operations



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Are you frustrated with your current level of lab supply purchasing automation?

Get in touch with ZAGENO and learn how to enhance your procurement service, achieving 100% self-service and fully automated lab supply ordering.