



MERIT SOLUTIONS



Digital transformation helps biotech achieve strategic goals for growth and operational efficiency

A global leader in the development and delivery of GMP and research grade plasmid DNA, proteins, enzymes, and other biologicals, the customer moved from NetSuite to Merit for Life Science and Microsoft Dynamics 365. This secure, compliant ERP cloud solution, designed and delivered to meet the rigorous requirements of biotechnology organizations, enabled them to increase operational efficiency and support their rapid growth.

As a frontrunner in their field, the customer mapped out a growth strategy that allowed them to expand exponentially, improve their operations and increase access to the information needed to serve an increasing number of global customers. They currently run 24x7 manufacturing operations with increased ability to manage their quality and compliance requirements and achieve efficiency metrics across all departments.

AT A GLANCE

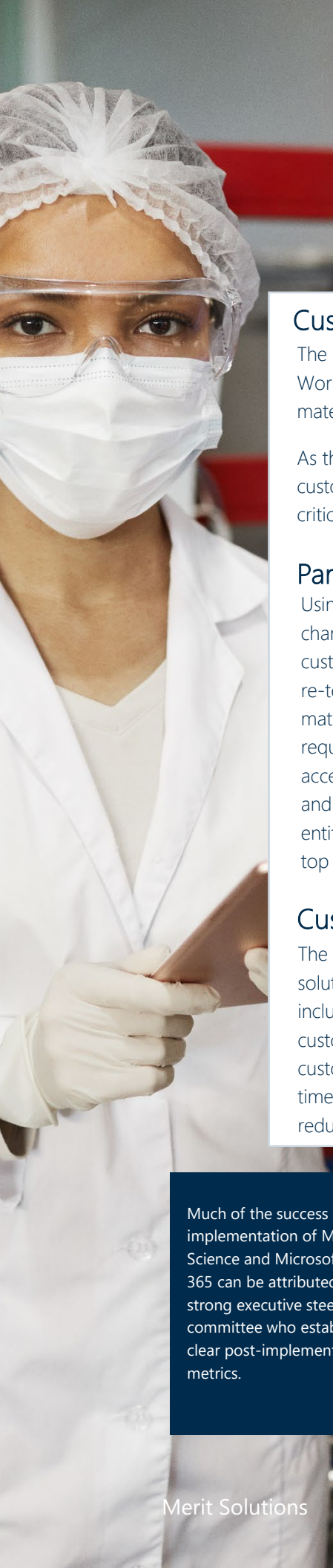
Customer Size: 500-1000 employees

Country: United States

Industry: Biotech Manufacturing

Products and Services: Microsoft Dynamics 365, Merit for Life Science, Microsoft Power BI, Microsoft Teams, Azure Dev Ops, Azure

Business goals: Improve growth readiness and operational efficiency across all processes and locations



Merit Solutions & Microsoft Dynamics 365

Customer Challenges

The customer was growing faster than their current NetSuite and homegrown systems could support. Working with emerging companies by providing R&D grade products while also delivering GMP materials to some of the world's largest organizations meant their needs were, and still are, complex.

As their customers' drugs and therapies are approved, the company's team collaborates with their customers to produce the quantity and quality of materials required. This collaborative process is critical to delivering the right products as committed.

Partner Solution

Using Microsoft Dynamics 365 and Merit for Life Science, the customer has a commercially available, change controllable, solution to meet their needs. In replacing their highly customized system, the customer improved critical quality processes including flexible sampling and frequency rules, stability and re-test quality testing. They have enhanced visibility in materials control allowing for sub-batching of materials to support item tracing. Manufacturing controls drove measured improvements in material requirements planning (MRP) and resource scheduling. Ultimately, the customer captures data and gains access to well-organized, transparent reporting to prove validity of electronic records—critical for FDA and customer audits. Robust financial management functionality readies them to track multiple legal entities and support Sarbanes Oxley compliance. Richer data management capabilities help them stay on top of costs in their fast-growing business.

Customer Benefits

The customer was able to meet their post-implementation metrics with the new Dynamics 365 ERP solution. These metrics focused on capacity utilization, scrapped lots trends, turnaround time by stage including shorten sale cycle time and per unit time, financial metrics such as profit, revenue per customer, production costing and inventory costs and customization flexibility and process. The customer increased inventory accuracy from sub-60% to over 90%. The order delivery commitment time has reduced from six months to 90 days and continues to improve. Financial period closing has reduced from 21 days to three days.

Much of the success of the implementation of Merit for Life Science and Microsoft Dynamics 365 can be attributed to a strong executive steering committee who established clear post-implementation metrics.

Department leaders and the Merit team used an Envisioning Workshop to discuss processes and imagine options to help achieve their strategic growth goals. This workshop ended with a clear, actionable picture of how to collaborate to meet the business goals.

Rapid growth didn't stop when the project started. They became a pivotal mRNA manufacturer during the pandemic, while continuing to serve remarkable customers whose therapies save people every day.