



Case Study:

# Voice of the Business for Information Services



**WHO** A mid-sized pharmaceutical company.

## THE TASK

To facilitate communication between teams, and identify areas where the client could reduce the complexity, time and cost of doing business.

This client was not optimising technology to reach its strategic goals. Many of the IS activities were reactive rather than proactive - and they knew they needed help.

## CHALLENGES

- ▶ **Lack of alignment** between teams due to conflicting priorities and multiple office locations
- ▶ **Evolving business needs** meant that individual teams were regularly facing new challenges
- ▶ Individuals were sometimes **hesitant to discuss issues** internally, and needed an independent facilitator to encourage this



Very **comprehensive!** I can clearly identify with the approach as it better reflects the business.



## DID YOU KNOW?

Our **global network of consultants** offer full service consultancy support for the Medical Device, Pharmaceutical and Bio-Pharmaceutical Industries, both on-site and remotely.

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## THE TRINZO FRAMEWORK

1

### DISCOVERY

Collected insights from teams such as Tech Ops, Leadership, Manufacturing, Supply Chain, Pharmaceutical Development to uncover pain points, opportunities and expert perspectives.

We held:

- › 36 surveys across TechOps
- › 21 interviews with teams members across 4 core areas: Manufacturing, Supply Chain, PharmDev and Growing.

2

### THE WORKING SESSIONS APPROACH

We held multiple interactive workshops using a **virtual collaborative platform**, where we easily obtained key insights from remote teams.

As the teams were previously hesitant to digitise, this efficient way of working not only **brought global teams** together, it also **exposed them to new technology**.

3

### MAPPING OUT THE FUTURE

After collaborating with each functional group, we created an **effective IT roadmap**. This plan had to be **aligned with business goals**, and carefully considered both technological advancements and availability.

## KEY RESULTS



Provided a clear roadmap for the next 10 years



The project came in 5% under budget



Introduced change management strategies for future initiatives



Now that the teams feel fully represented in the business, they are the ones driving the strategy forward

## DID YOU KNOW?

While working on this project, we leveraged our advisory board to get expert insights on Culture, IT integrations, Operations and Change Management.

Get more **effective, sustainable processes** that complement your business - and your team.

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