

PUTTING VALUE AT THE CORE

Capgemini's people-centric approach to
adopting SAP S/4HANA®

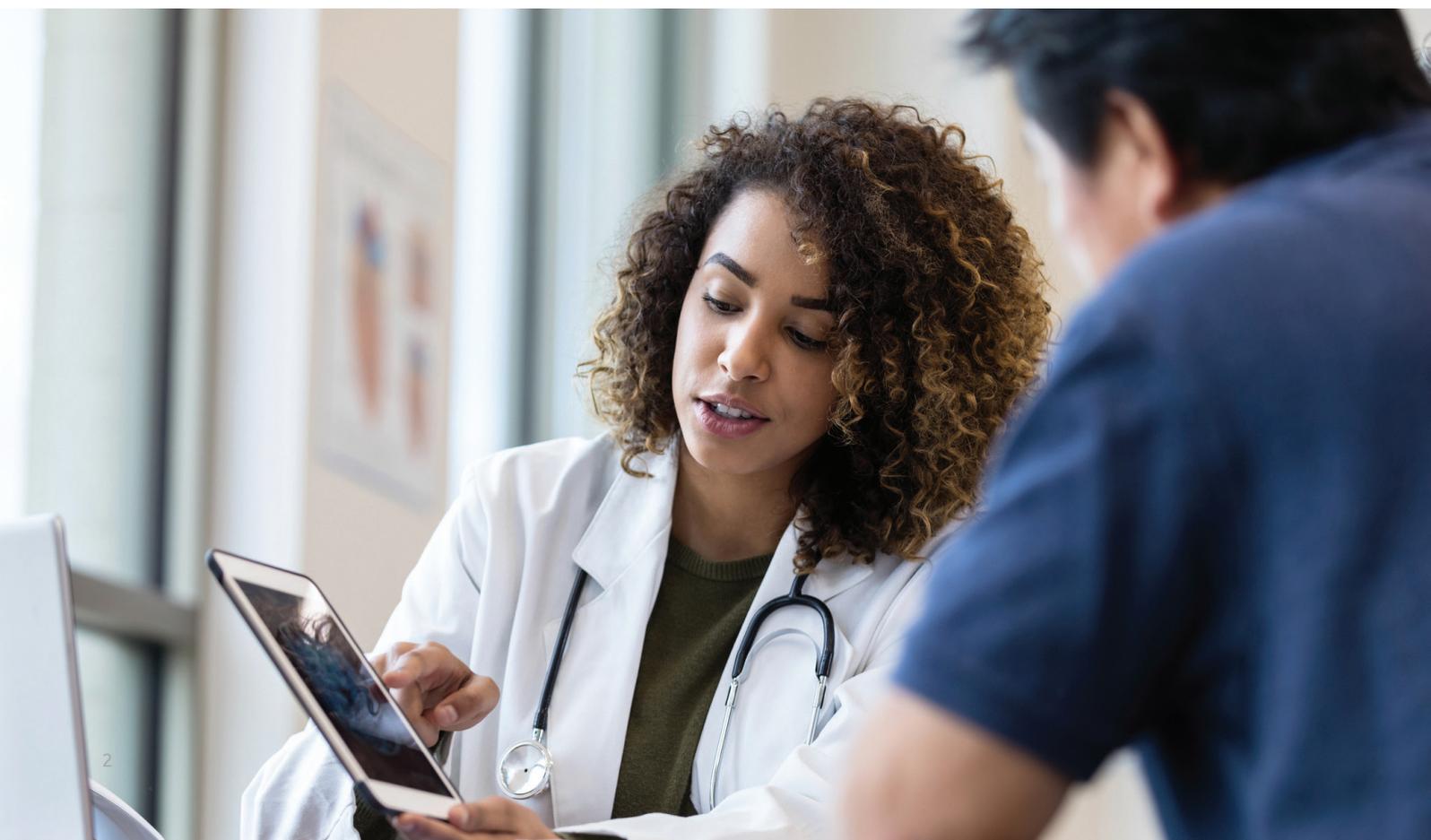
A PRACTICAL VISION FOR LIFE SCIENCES

There's a palpable sense of ambition surrounding Life Sciences today. Certainly for biopharma, medical devices, and cell and gene therapy companies, which have been on an exciting journey for more than a decade, fueled by cutting-edge innovation, discovery, and emerging technologies. A sense of purpose that has now reached an inflection point. Where the velocity of emerging opportunity is slowing in response to the friction of enablement. Or put more simply, ever-more ingenious ways to address the world's unmet healthcare needs are being imagined. But these aspirations are being held back by a collective infrastructure that's unable to keep pace.

From outdated workflows to aging systems, most Life Sciences organizations succeed despite their support environment. A problem that is well recognized, and the subject of on-going, proactive investment. Yet it is the philosophy inspiring this future roadmap that also needs to evolve. Where more human-centric thinking is applied to solve the challenges at hand.

Putting people first, and building an agile digital platform around them, is critical to stimulating future growth

At Capgemini, we believe the foundation for sustainable success will be a modern digital core. That means the availability of rich capabilities, intelligence, and automation to help companies embrace digital innovation at speed and scale – while delivering predictable and measurable outcomes as standard.





Technology benefits that must always be translated into patient benefits to keep the industry moving forward

This focus on day-to-day outcomes is ultimately what defines our close partnerships with a broad portfolio of Life Sciences clients. Where the goal of Capgemini is to empower the people who can actually make the miraculous happen. Helping connect originality, creativity, and pure talent together to bring life-saving therapies to market. A human-centric approach infused with best practice at every stage to form a framework of facilitation, incorporating SAP S/4HANA, for a robust and future-proofed digital core.

This is Capgemini's vision for Life Sciences. An intent that goes far beyond the realms of a pure technology play.

Because we recognize the distinction between enablement and action, as well as the importance of turning vision into reality. It's about helping our clients' people succeed, accelerating time-to-care, and giving them what they need to continue improving patient healthcare and delivering incredible work. Because together we can.

FROM OBSTACLES TO OPPORTUNITIES

As with any industry, the world of biopharma, medical devices, and cell and gene therapy is constantly shaped by an array of external forces, led by two 'megatrends' that exert influence over all others:

- Patient expectations: which continue to rise in sophistication as people become familiar with the advantages of an always-on, services-driven digital economy.
- The ubiquitous utility of data: a key resource that while remaining heavily consumer and patient focused, is also being treated by manufacturers as a central currency adding value and legitimacy to any activity.

However, as data continues to grow exponentially in size and importance, so does the task of managing its complexity. The result being an on-going challenge to extract meaningful insight from data, and doing so in the most resource-efficient, and sustainable way possible.



Across many different dimensions, complexity is still acting to blunt progress

Data is one area, but it is not alone. From an operational perspective, Life Sciences companies are still seeking long-term solutions to inefficient and manual business processes. It's also common to find technology existing in fragmented systems, surrounded by high technical debt. A level of complexity made worse when exposed to sudden and unanticipated risks, such as global pandemics and changes to government policy.

Then there is the ever-growing cost of compliance, and a regulatory landscape that's steadily growing through new legislation, protocols, and audit requirements. As an example, in the United States alone the Food and Drug Administration has implemented nearly 2,000 new or updated regulations since 1998. To which can also be associated the challenge of drug adherence, which is estimated to reach only around 50% for chronic medications.

Enabling fast and agile responses to such disruption is key to future progress

Such obstacles to progress exist for a variety of historical reasons, and have an effect across R&D, clinical trials, manufacturing, supply chains, and customer experience management. Yet it is the condition of existing digital cores that is arguably the biggest constraint to the demands of rapid innovation and the adoption of new business models. That said, new discoveries combined with mergers and acquisitions continue to present fresh opportunities for the industry, and now is the time is right for fundamental transformation. Now is the time to turn disruption into clarity, and clarity into a competitive advantage.

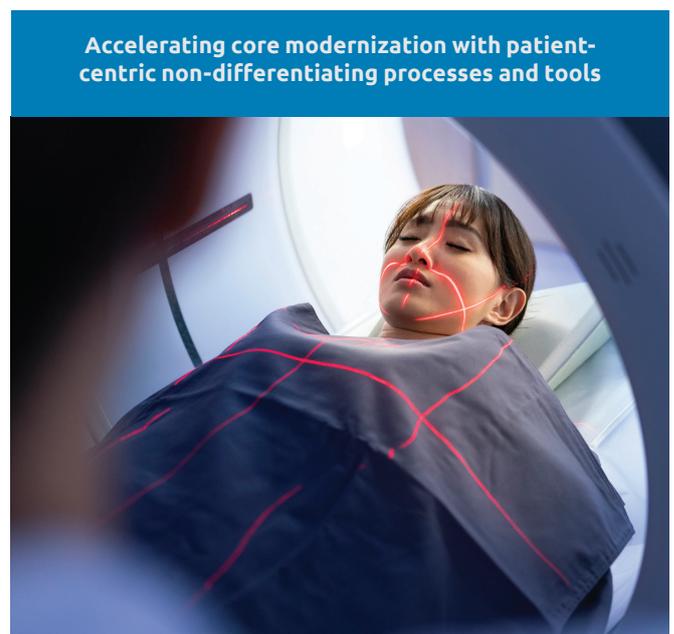
ACTING WITH A SENSE OF URGENCY

Exploiting the potential afforded by disruption in Life Sciences demands a change in mindset as much as any change to business operations. Rightly or wrongly, the industry has gained a reputation for lagging behind others in terms of data-driven capabilities. Ignoring the symptoms of an outdated digital core may have proven the only viable option in response to the short-term demands of a global health crisis. But such a policy has only helped reinforce a sense of urgency to act now, and to speed up the level of transformation required.

A slow and steady approach to digital transformation should now give way to a more dynamic, big-bang approach.

That is our considered opinion at Capgemini, for any biopharma, medical devices, or cell and gene therapy client wanting to accelerate time-to-care and create order out of uncertainty. A goal based around the delivery of a modern digital core upon which people-focused solutions can be effectively implemented. Technology designed with tangible, and measurable benefits in mind, able to inspire healthcare professionals for the challenges ahead.

Which in practical terms means:



Achieving these goals is the central purpose of Capgemini's Vision for Value service offering.

We've long recognized the vital role of a resilient and flexible digital core for helping biopharma, medical devices, and cell and gene therapy companies catapult their transformation agendas. Technology is able to harmonize processes and foster greater operational agility. But more than this, we also understand our role in enabling limitless innovation beyond the core. A solution we refer to as Digital Core for Life Sciences, designed to help Life Sciences organizations solve their most pressing business problems – while avoiding the risk of getting left behind by more nimble competitors.

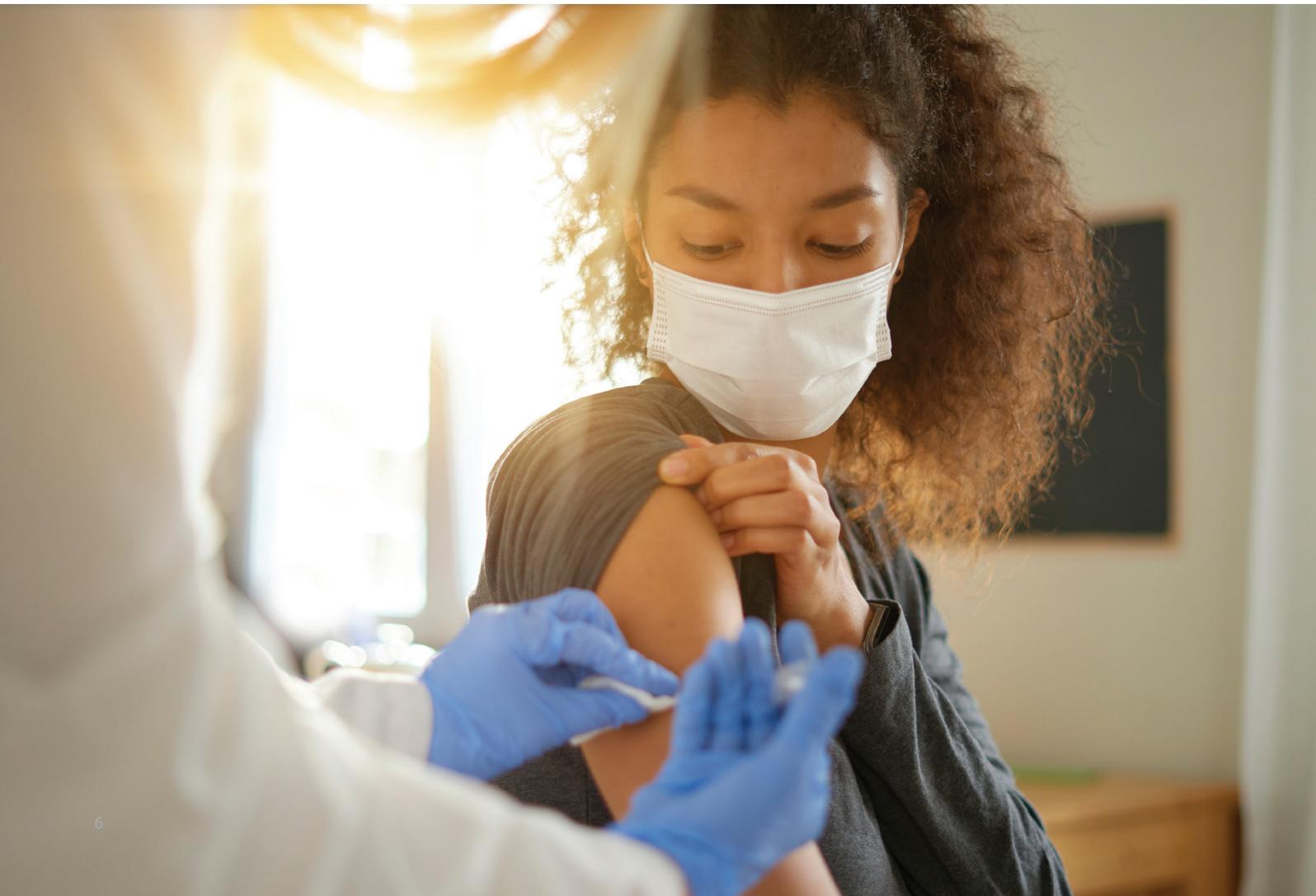
OUR SOLUTION

Digital Core for Life Sciences is the very embodiment of people-centric technology. This is an important consideration, because by putting people at the center – patients, healthcare and clinical research professionals, and those involved in global delivery – we ensure precise alignment between outcomes and needs. That way, technology becomes intrinsic to ensuring constant two-way interactions with the individuals who collectively form the lifeblood of the industry.

The value we deliver is also focused on reducing uncertainty and risk.

Digital transformation is an on-going journey focused on a wide array of strategic benefits. At Capgemini, we help ensure that at the very core this change program is both rigorous and relevant. This we do with tools, processes, and insights that lead to predictable execution and consistent business outcomes. A dependable range of results within which are layered the foundations of sustainable growth and innovation to help boost our clients' prospects for long-term success.

This is a vision based on clarity of insight, clarity of action, and clarity of results, to inspire every organization we work with to achieve the future they want.





DELIVERING TANGIBLE BENEFITS FOR YOUR BUSINESS

The Digital Core for Life Sciences offer is focused on four primary areas of value generation in biopharma, medical devices, and cell and gene therapy:



Delivering predictable execution with demonstrable business value– including our iCaptive methodology for Innovation Design Thinking and Value Stream Mapping



De-risking operations by harmonizing processes and intensifying overall business agility– featuring LifeSciencesPath, the market-leading pre-configured solution for aligning SAP S/4HANA to the needs of Life Sciences companies



Enabling limitless innovation beyond the core– with support that extends across the end-to-end business value chain including an industrialized and future-proof reference architecture



Implementing a sustainable platform of enablement– to inspire user adoption, change management, and a richer digital culture

Brought together, this is expertise that helps create a people-centric, de-risked, and full lifecycle approach to meeting the demands of SAP S/4HANA transformation – and empowering the strategic priorities of tomorrow.

WHY CAPGEMINI ?

For Life Sciences enterprises to thrive, they need to fully leverage and continuously evolve their digital core. Within it, all the raw insights, inspiration, levers and feedback needed to innovate and keep pace with patient, employee, and market demand can be found.

At Capgemini, we have the technical expertise, industry experience, and global delivery resources needed to help every client exploit this business-critical resource. To utilize its full potential in every day-to-day activity, while continuously evolving to meet emerging opportunities.

Delivering a modern, multi-dimensional digital core is the first step toward becoming a Renewable Enterprise.

The Renewable Enterprise is Capgemini's ambition for today's biopharma, medical devices, and cell and gene therapy companies. Where the digital core combines with people and process to create an agile business model able to adapt rapidly to current and future market trends. What's more, the achievement of this goal and ensuring both profitability and sustainability remain at the heart of future priorities, is a journey that we support every step of the way. Through roadmap and business case, implementation, operations, and continuous innovation, we put our expertise to work in helping clients bring this agile model to life.

As for how Capgemini does this, our long-term and fully integrated partnership with SAP helps open up a range of value-adding activities, including:

- Business transformation
- Migration to SAP S/4HANA
- Multi-cloud Advisory and Services
- Application implementation, management, and support services
- 'Add on' services that extend the SAP RISE Starter packs



PUTTING DIGITAL CORE FOR LIFE SCIENCES TO WORK

Capgemini continues to help drive transformation across Life Sciences

For a small molecule biopharma company

Capgemini helped the company go live on SAP S/4HANA in a cloud implementation. This was a transformation from an existing ECC SAP system leveraging Capgemini's LifeSciences Path accelerator for SAP S/4HANA® on a single-tenant cloud. As a result, the company was able to significantly reduce manual processes and introduce more automation – while gaining a solid foundation for future innovation and transformation. A project that offers a great example of Capgemini's vision for helping its clients become Renewable Enterprises – leveraging the full SAP stack and taking complexity out of the core and onto the SAP Business Technology Platform.

For a therapeutics biopharma company

The company operated with antiquated technology that was held together with spreadsheets and manual processes. To drive future growth they invested in the SAP S/4HANA technology stack, and engaged Capgemini to mobilize the digital transformation of their finance, procurement and supply chain planning processes. Enabling this digital transformation with speed and agility, required the client to embrace 'stick to standard' and cloud migration. Utilizing Capgemini's LSPath solution and iCaptivate methodology, our approach aligned neatly to what the company needed. We also leveraged our experience from other Pharma transformations, in which we collaborated with SAP HANA Enterprise Cloud (HEC) to deploy LSPath to SAP S/4HANA Cloud.

For a biotechnology company

The company was operating applications that were either several releases old or about to be replaced by newer applications. Capgemini proposed a solution that covered the design and implementation of a new infrastructure, upgrading all SAP applications and associated add-ons to the latest versions, and a re-platforming of the database from Microsoft SQL Server to SAP HANA. In addition, we provided an option to move the non-production, non-validated environments to the cloud. An extensive transformation that was able to deliver significant benefits, including a simplified IT architecture, Real-time operational analytics and business insights, improved user experience, and a reduction of technology operating costs.

Capgemini also delivers the expertise and services needed to complete the transformation



Global Delivery Model



Differentiating SAP Assets



Co-innovation with SAP



Delivery & Pricing Strategies



Close Collaboration with Hyperscalers (for example AWS, Google, and Microsoft)



Full Lifecycle of Services

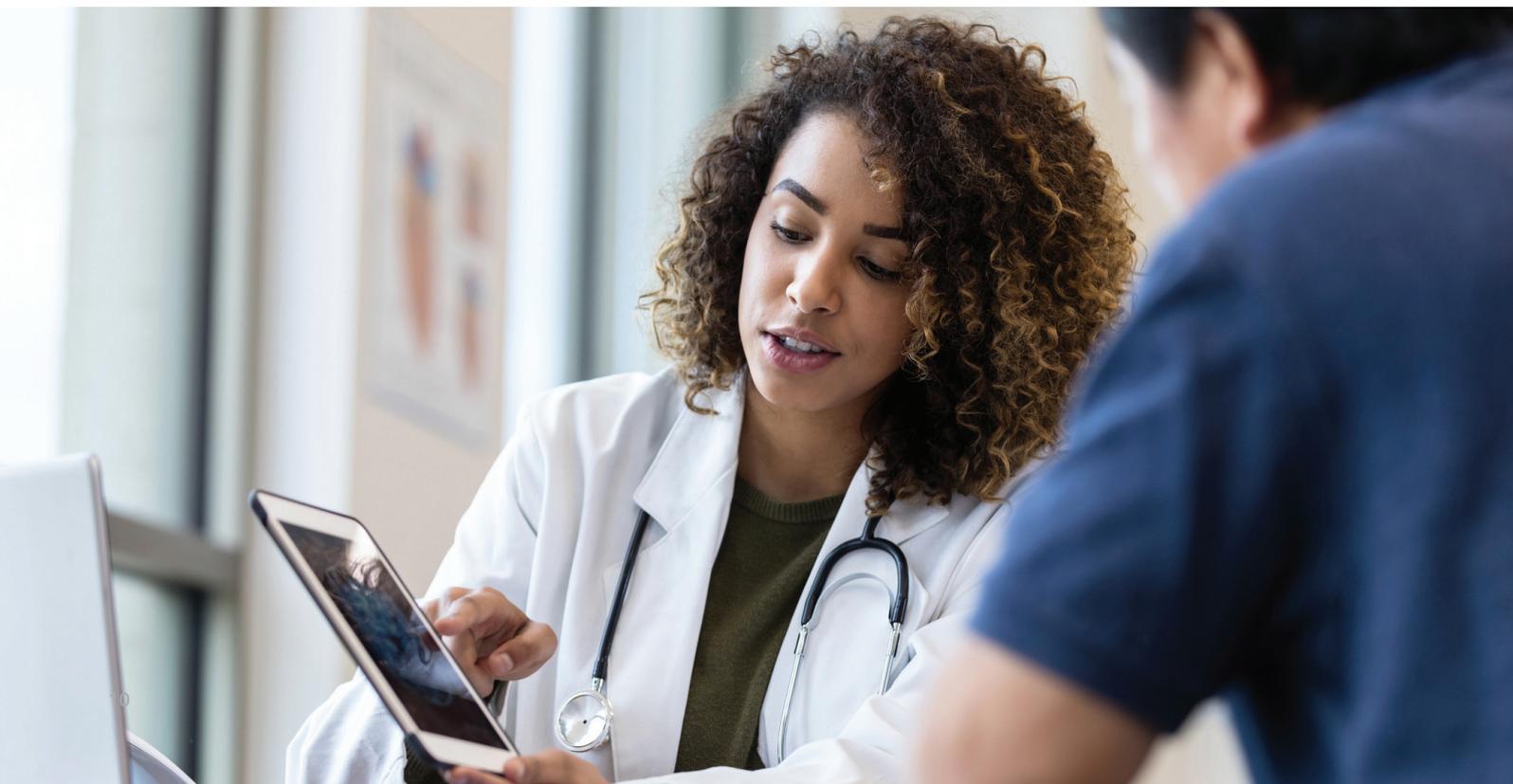


Industry Solutions



Strong Automation Capabilities

Rethinking the digital core is at the heart of what we do, but underpinning this ambition is the clear thinking that leads to clear and profitable results – and ultimately to the Renewable Enterprise





About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 325,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion.

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