



Enabling Global Finance Services to deliver greater value to internal clients in multiple locations through a powerful performance and governance platform.

Global multi-billion biopharmaceutical business operating in over 100 countries, AstraZeneca, engages Datalytx to improve the speed, quality and accessibility of performance reporting - awarding Datalytx with a three-year contract to provide a new governance platform backed by managed services.



The challenge

AstraZeneca Global Finance Services (GFS) provides transactional finance services to the entire group through a captive Shared Services Centre in Kuala Lumpur for Asia-Pacific, and for the Americas and Europe via a leading Business Process Outsourcing (BPO) partner with a number of delivery centres.

There was an opportunity to improve speed and consistency in performance reporting, therefore enhancing service provision to 65-plus finance directors of local subsidiaries. “The captive service centre had previously defined its own metrics, and was limited in terms of reporting,” says Anneliese Popovic, Director of Business Performance. “Reports had to be delivered manually using cumbersome and time-consuming spreadsheets, meaning lots of data entry.” The system kept crashing and, while performance metrics were available, there was often a considerable time lag. There was no way to gain a deeper understanding of performance and so closely track activity, respond appropriately and improve governance. Popovic says, “We really wanted to speed up production of reports, ensure ‘a single version of the truth’ and create professional high quality dashboards. We actually received a great deal more.”

Why Datalytx?

AstraZeneca GFS ran a full RFP process to identify the right solution. Popovic says that Datalytx and its *Execview* solution stood out; “giving us far more than we’d originally thought of. We immediately saw additional possibilities. While other systems gave us analytics, this ability for improved governance was unique.” She says AstraZeneca also approved of like the Datalytx team: “conscientious and positive, they understood very quickly what we needed to do.”

The solution: new insights for multiple countries

The Datalytx team aggregated performance metrics from five global SAP systems, global travel and expense systems, helpdesk systems and a variety of spreadsheets. This was necessary to provide multiple countries with insights on 75 key measures across seven core global processes, with performance rolled up to these processes and three regions. The first challenge was supporting the

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Client
 Global multibillion biopharmaceutical firm operating in 100 countries.

Challenge
 Improve performance, speed and consistency in a complex business environment spanning Europe, Americas and Asia-Pacific.

Solution
 New governance platform from Datalytx - Execview and managed services including data quality, data management, cloud-based data storage, training, user support.

Benefits
 Greater speed, visibility, governance and control in reporting across complex global transactional finance – improving service to internal clients.

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monthly reporting cycle in January; the first run was scheduled for the following month.

Execview was configured to integrate with the spreadsheets, agreeing a consistent process (and load sheet) to gather data from the captive shared services centre and BPO partner. The deadline was achieved, with all reports deployed and formatted on time. This success meant the system gained additional buy-in, with successive runs completed as needed. Datalytx was also engaged to train and support up to 250 people globally through web-based training, instructor-led courses, live demonstrations and video.

Execview supports, across multiple geographies: KPI performance management; issue management; actions management; internal and stakeholder scorecards; and performance reporting at both regional and global process level. The solution means internal customers have a one-stop-shop to see performance metrics relating to transactions important to them, from Purchase Orders raised to suppliers being paid. Datalytx also worked to automate as much data load as possible via a secure cloud-based data store, and delivered additional training and user adoption support covering KPIs, scorecards and 'How do I?' workshops.

Benefits: improved analytics, enhanced governance

The business is benefiting from faster, more effective and impactful reporting. With improved analytics and new governance opportunities, the service provided to 65-plus finance directors in international subsidiaries enhanced significantly. Managers and teams were provided with access to KPI performance management, issue management, actions management, internal/stakeholder scorecards, and performance reporting capabilities at a regional and global process level.

"There's nothing 'sexy' about transactional finances: by its nature, it should happen in the background," Popovic adds. "But it remains incredibly important: you need to know it's happening properly and be able to take fast action if issues emerge. That's what the governance platform is enabling for AstraZeneca Global Finance Services, and for all these different locations. We can better understand performance and have transparency around key issues and risks. People can work in a more efficient and focused way." She describes the Datalytx team as "very easy to work with - and quick to adapt. They've been very flexible throughout."



About Datalytx

Datalytx is a leading UK provider of big data, digital transformation, governance and analytics solutions, all delivered as a service from the cloud. Our client-focused approach delivers rapid gains and sustained ROI, meets requirements to store and manage huge data volumes, deploys powerful business-focused analytics, and digitises essential business content and processes. The trusted management information that results enables more effective and more profitable decision-making. Our diverse client base includes AstraZeneca, Nissan, ABN AMRO, Surrey County Council, EasyJet, Allianz, Unisys, Capita, Eversheds, Veolia Environment and UK local government. We also partner with other leading providers to deliver best-of-breed solutions, including Microsoft, K2, Talend, Tableau, HP Vertica, KnowledgeLake and Hortonworks.