

CUSTOMER PORTRAIT

Roche (Basel, Switzerland) is a **leading pharmaceutical company** focused on diagnostics and research. World leader in biotechnology, Roche produces drugs for the treatment of cancer, infectious and inflammatory diseases, metabolic and central nervous system diseases.

Roche is also the world leader in vitro diagnostics, and histological diagnosis of cancer. It is also a pioneer in diabetes management.



INITIAL NEED

KEY FIGURES 2012

Employees	82,000
Turnover	CHF 45.5B
Pharma Division	CHF 35.2B
Diagnostics Division	CHF 10.3B
R&D	20%+ of turnover

Roche Diagnostics France is the French subsidiary for the diagnostic activities of Roche.

www.roche.com
www.rochediagnostics.fr

A strong market development related to new regulations led Roche to **reorganize its services**. It involved deploying a new software tool to **manage Roche installations support**. The new software solution had to meet the following requirements:

- Improve the efficiency of medium to long term **scheduling of technical resources**
- Efficiently manage and allocate resources to various projects
- Manage and optimize technical and human resources
- Manage multiple locations throughout France, UK, and Germany
- Easily cater to change of needs, evolutions, **easily configurable**

SOFTWARE SELECTION

10 scheduling software solutions were compared. The tools were audited around the following criteria:

- Flexibility to model different types of activities and not just planning
- **User-friendliness** and ergonomics
- Integration with other existing applications
- **Collaborative platform** between several units
- Ability to distribute workload and **allocate human and material resources**

When Visual Planning was chosen and deployed, **additional requirement in other business units** were very quickly identified: **scheduling of clients' training**, "Tissue Diagnostics" **Labs planning and management**.

"One of the main directions of the consultation focused on the tool's ability to adapt to the diversity of our processes and procedures."

Gilles COPIN, IT Director





Visual Planning **configuration evolves every day**. It is working very well alongside Roche processes and the initial deployment was exactly in line with their specifications.

A user survey of Visual Planning was conducted amongst the employees, and it gave a **satisfaction rate of 92%**!

Key Feedbacks: **good data exports**, excellent indicators, evaluation of stocks, billing forecasts, **various key figures in real-time...**

Visual Planning is a must-have solution for all business units involved in the deployment and monitoring of dashboards.

"This is a collaborative tool, all services are included: from the supply chain in Germany to the arrival in Saint-Egrève, and then with our customer."

Jean-Pierre ROMEYER
Deputy IT Director, Applications Manager



No other company could provide us with a tool as flexible and adaptive to our needs.

Frédéric Sigorel – *Engineering & Deployment Support Director, Roche Diagnostics*



mobile field service
IT integration
real-time
user-friendly
flexible
reliable
training management

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