



Improving traceability, reporting, and productivity



“This suite of applications has provided enormous benefits including traceability, reporting and productivity as we move a product from discovery to deployment.”

— Senior Director of Product Process

CHALLENGE

A Fortune 500 life sciences company depended on a loose collection of document management tools to conduct critical project discovery and regulatory processes. These tools' disjointed nature forced scientists to jump between many different systems and spend hours aggregating data. These barriers led to an unacceptable level of error in almost all reports. For example, it was virtually impossible to gain a clear understanding of the status for any one project.

To get back into compliance with audits and process requests in a timely manner, the company needed a centralized platform for launching, tracking, documenting, and reporting their processes. To drive decision-making for the entirety of Research and Development, the solution also needed to facilitate self-service reporting across multiple information silos. Finally, with the recognition that the business changes rapidly, they needed a platform and team that could quickly adapt and roll out changes to meet the business's needs while keeping key stakeholders engaged.

SOLUTION

Macedon's strategy for customer success starts with leveraging our industry-leading thought leadership. In the customer's specific case, this translated to implementing and executing on a new Behavior Driven Development framework. By developing and then supporting the highest-value workflows first, combined with continual engagement with process owners, we keep ahead of the business's emerging needs. The key elements we addressed:

- Dedicated support stream (continuous enhancement/development)
- Integrated applications across business processes
- Unified HOME site (bring all the apps into one Site)
- Automatic notifications and audit tracking of all key events
- Document generation
- SharePoint integration (document management integration)

Our solution includes creating a unified home page for all of the applications, which allows users to take action on multiple workflows all in one place. Detailed reporting dashboards enable users to easily view aggregated information from multiple sources on a single platform.

The system sends automated notifications and provides guided

Macedon Technologies accelerates Digital Transformation by delivering sustainable, enterprise-grade applications quickly and reliably.



Return on investment pays project within a year



“...the ease of building new applications, connecting those applications and optimizing existing applications led us to build out the remaining PLM sub-processes in a very short time.”

— Senior Director of Product Process

wizards to keep users informed and continuously moving forward in their assigned work. Additionally, it generates templated documents and manages SharePoint sites to house project-related documents. These changes bring together all the critical workflows for the customer while providing a consistent look and feel to drive user engagement and compliance.

RESULT

\$525,000 in estimated savings in year one. The implementation of these core and related workflows, and the efficiencies gained, paid for the entire investment in a single year. Overview of the results:

- ROI on applications related to SG: 525k/year
- ROI means these projects paid for themselves within a year
- Significant reduction in meeting time for Director level and above involved in processes
- Eliminated lag time between component processes (Appian just starts up/signals when processes are finished)

By bringing critical processes into a platform where data and tasks are no longer siloed, Macedon’s solution significantly expedited all associated workflows, while maintaining or improving overall data quality and metrics. By leveraging the Appian Low Code platform and its game-changing ability to build each successive application faster than the previous one, related systems benefit from direct access to more reporting data. Without the need for human intervention to start or complete previously disjointed processes, scientists and business administrators execute more projects and requests in less time.

ABOUT MACEDON TECHNOLOGIES

Macedon Technologies is an award-winning Appian partner, providing Appian-based solutions and services around Business Process Management (BPM), workflow, case management, system integration, legacy modernization, and rapid software development at enterprise scale. Headquartered in Reston VA, with an office in Austin TX, Macedon Technologies has significant footprints in financial services, healthcare, manufacturing, education, utilities, and pharmaceuticals. Macedon accelerates Digital Transformation by delivering apps quickly and securely.

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