

CASE STUDY

How a global biopharma took its ordering process fully self-service and eliminated 100% of non-catalog spend within 6 weeks with ZAGENO

Key facts



Client

Global biopharma based in Boston, MA specializing in orphan drugs treating rare disorders



Challenges

Small ops team supporting 400 scientists | Ordering automation stalled at 50% | Non-catalog orders burdensome for scientists



Solution

Add ZAGENO marketplace as fifth PunchOut catalog to complete self-service and purchasing automation for ordering research supplies



Results

Full purchasing automation in 6 weeks. \$305,000 in savings (30%) within 7 months.

Introduction

A global biopharma implemented Coupa in 2021 with the goal of allowing scientists to purchase directly through catalogs for the first time. Unfortunately, scientists could only purchase 50% of needed supplies through the four available PunchOut catalogs, resulting in long tail spend and a slow and burdensome ordering process. Without an easier way to purchase non-catalog items, a transition to full self-service seemed impossible, until they were introduced to ZAGENO.

Challenges

Scientists extremely dissatisfied

What was supposed to improve the ordering experience was making it worse

Transition to self-service stalled at 50%

Transition to Coupa did not fully automate the process as hoped, leading to a long tail

Hundreds of hours wasted on ordering

Scientists spending 7.1 hrs per week searching websites and tracking orders

Protracted new supplier addition process

Time to add a new supplier and place an order taking four weeks

Solution

To fully eliminate non-catalog spend and complete self-service purchasing automation required adding ZAGENO's lab supply marketplace as a fifth (and final) PunchOut catalog.

The small **Scientific Operations team** needed a solution that would remove them as intermediary between their team of 400 scientists and their suppliers.

Scientists needed a solution that would empower them to place and track the remaining 50% of non-catalog orders in a time and cost-efficient way.

Access to the ZAGENO lab supply marketplace quickly achieved the goals of all stakeholders.

Results

Within 6 weeks of contract signing with ZAGENO, scientists were placing 100% of their orders themselves, finally fully completing their purchasing automation journey started in 2021.

Within 7 months with ZAGENO:



\$305,000 in savings (30% of spend)
17% product cost savings



30 minutes saved per order
Reduced experiment delays
Reduction of 62 invoices



81 ZAGENO vendors utilized,
eliminating small, low value contracts
and setups



100% elimination of non-catalog spend

ZAGENO, in the words of the client

“ZAGENO has been key in our transition to self-service purchasing with Coupa. By consolidating all non-catalog spend within ZAGENO, we've automated a previously manual process leading to both time and operational savings. Notably, we've **eliminated supplier onboarding** (for lab consumables), **reduced invoice processing**, and are able to **access the best price** for each item.”

-- Director Procurement and Supplier Operations

“I really like the ZAGENO list feature because I test many antibodies and I don't want to share it with my organization until I've completed the testing.”

-- Senior Scientist

“The communications and timely responses that the ZAGENO team has provided have been great. The **level of support is amazing!**”

-- Research Operations



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Are you frustrated with your current level of lab supply purchasing automation?

Get in touch with ZAGENO and learn how to enhance your procurement service, achieving 100% self-service and fully automated lab supply ordering.