

PRESENCE

Codeless Development Platform

*"The easy way to develop flexible IT solutions
for your business ... without writing any code!"*

CASE STUDY

ThermoFisher
SCIENTIFIC

The world leader in serving science

The Challenge

Connecting disparate databases and systems to prevent delays, eliminate data errors and to improve order fulfilment.

The Solution

Implement PRESENCE to rapidly integrate disparate databases and IT systems. Monitor critical data, automate workflow and send real-time alerts based on business rules.

Benefits

- > Information automatically distributed in real-time.
- > Improved efficiency.
- > Reduction in errors and delays.
- > Better customer service



Thermo Fisher Scientific Serve Science With PRESENCE

Thermo Fisher Scientific is the world leader in serving science. They provide analytical instruments, equipment, reagents and consumables, software and services for research, analysis, discovery and diagnostics.

With annual sales of more than \$9 billion, Thermo Fisher Scientific has 30,000 employees and serves more than 350,000 customers in pharmaceutical and biotech companies, hospitals and clinical diagnostic labs, universities, research institutions and government agencies as well as environmental, industrial quality and process control settings.

They chose the PRESENCE Codeless Development Platform because of its ability to monitor critical data and process routines across both Sales Order Processing and their Warehouse Management systems.

Thermo Fisher Scientific operates a number of disparate systems that manage order fulfilment from order receipt, picking through to despatch. Prior to PRESENCE being installed, this order flow was prone to disruption mainly due to data and event discrepancies being difficult to detect until well after the event. This would manifest in short picks, delays and manual intervention.

PRESENCE was implemented to provide a catch-net for potential processing errors and ultimately improve revenue and customer service.

Now configured and on their network, PRESENCE provides proactive early warnings against any order fulfilment processes falling outside of their business rules and ensures orders are accurately fulfilled.

"The ability to monitor business processes across disparate databases and automate the distribution of information real-time to authorised recipients has made a real positive impact on Thermo Fisher Scientific supply chain service goals."

"The ease at which you can connect legacy systems, create workflows and define business rules within PRESENCE is impressive"

Robert Kettle
*TFS System Support Analyst
Thermo Fisher Scientific*

Contact us today for more information
and a FREE 30-Day PRESENCE Trial ...

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