RESOURCES

Orchestrating Outcomes: How to Achieve ROI from Supply Chain Digitalization



Featuring Arun Giddu, Director of Supply Chain at Thermo Fisher Scientific

Successful supply chain digitalization starts with a well-implemented ERP system and a robust layer of master data.

In this **Orchestrating Outcomes** interview, Arun Giddu, Director of Supply Chain at Thermo Fisher Scientific, explains how life sciences companies and their CMOs can achieve ROI by laying this foundation.

He highlights how digitalization improves customer service, internal efficiency, and key metrics, while reducing errors and lead times. Giddu also offers a guide to measuring success and shares strategies for overcoming digital adoption barriers to ensure long-term value for manufacturers and customers.

- **From ERP to ROI: The Path to Supply Chain Integration Success**
- **Digitalization Benefits for CMOs: Smoother Operations, Happier Customers**
- **Driving Towards Lights Out Manufacturing: The Critical Role of Master Data**
- **Supply Chain KPIs that Matter: Improving Service Levels with Digitalization**

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- **Arun Giddu of Thermo Fisher Scientific on How to Achieve ROI in Supply Chain Digitalization - Part 1**
- **Arun Giddu of Thermo Fisher Scientific on How to Achieve ROI in Supply Chain Digitalization - Part 2**

Explore some interview highlights below and then watch the full interview for more insights.

From ERP to ROI: The Path to Supply Chain Integration Success

(2 minute watch) Achieving a successful ERP implementation starts with focusing on two critical questions: how it benefits the customer and how it advances your long-term automation goals. In this clip, Arun Giddu, Director of Supply Chain at Thermo Fisher Scientific, emphasizes that these guiding principles ensure better decision-making, helping organizations stay aligned with their aspirations while delivering measurable ROI and fostering organizational enthusiasm for future automation initiatives.

Digitalization Benefits for CMOs: Smoother Operations, Happier Customers

(3 minute watch) Supply chain digitalization is essential for CMOs that want to enhance efficiency and strengthen customer relationships, according to Giddu. It enables streamlined processes like automated purchase orders and acknowledgements, real-time updates on deliveries, and much more, ensuring customers receive timely and transparent communication. This helps CMOs meet demands for transparency and high-quality products while improving profitability.

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Driving Towards Lights-Out Manufacturing: The Critical Role of Master Data

(2 minute watch) Lights-out manufacturing refers to fully automated processes that require no human intervention. By aspiring to this level of automation and putting customer needs first, Giddu explains, organizations will be self-guided at every turn. Giddu also reiterates that a robust layer of master data is the critical foundation for process automation, integration, and efficiency gains.

Supply Chain KPIs that Matter: Improving Service Levels with Digitalization

(3 minute watch) Digitalization is essential for improving critical supply chain KPIs like on time, in full, customer service levels, and backorder dollars. As Giddu explains, electronic integration reduces manual errors, speeds up communication, and enables CMOs and life sciences companies to respond to customer needs more efficiently. By streamlining these processes, organizations can strengthen customer relationships and drive operational success.

Arun Giddu of Thermo Fisher Scientific on How to Achieve ROI in Supply Chain Digitalization - Part 1

(18 minute watch) Seamless process automation drives efficiency and strengthens partnerships, but it all starts with a solid ERP foundation and accurate master data, says Arun Giddu, Director of Supply Chain at Thermo Fisher Scientific. Without this groundwork, companies risk outdated manual processes that hinder digitalization's

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ROI. In this episode, Giddu shares how to overcome barriers like high costs and fragmented information to unlock the full potential of supply chain digitalization. Watch Part 1 to learn more.

Arun Giddu of Thermo Fisher Scientific on How to Achieve ROI in Supply Chain Digitalization - Part 2

(18 minute watch) Measuring the success of supply chain digitalization starts with evaluating customer service levels and internal metrics like schedule adherence, according to Giddu. In part 2, he explains how to define success, track key performance indicators, and achieve ROI through better integration and efficiency. Watch Part 2 for more insights.

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