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**Resources**  
**Resource Center**

# Specialty Pharma MAH Digitalizes O2C and Chargebacks with MINT



A global specialty pharmaceutical manufacturer is enabling real-time inventory monitoring with wholesalers to improve sales trends analysis and forecasting by eliminating costly transaction-based integrations and manual processes.

Digitalizing with key customers will provide the manufacturer with visibility into orders, product transfers between locations, and returns—and lays the foundation to introduce automated monitoring and agentic decision support in the future.



### **Target KPIs:**

- Link 30 wholesalers through a single integration
- Achieve 60% faster partner onboarding
- Enable a single source of truth for the MAH and its wholesaler customers

### **Key Challenges:**

- Point-to-point integrations limit growth by creating unpredictable costs and inefficiencies
- Without real-time inventory visibility, sales forecasts and revenue projections are less accurate
- Chargeback reconciliation processes require time-consuming manual tasks

Download the OPUS Orchestration Journey to learn more

**OPUS Orchestration Journey**MINT for CommerceAgentic Orchestration, Supply Chain Collaboration, Supply Chain DigitalizationIT, Manufacturing, Supply Chain, Supply Relationship ManagementEuropean Union, United Kingdom, United States Community

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