



## Global Biopharma Leader Digitalizes Order-to-Cash Across Its Hospital Network

A leading biopharma company is digitalizing order-to-cash transactions with its U.S. hospital and clinic customers, replacing fragmented manual exchanges with scalable digital processes. The initiative automates order-to-cash cycle time to improve customer experience and rapid payment from the customers—enabling more accurate financial analytics, and supporting expansion across the hospital channel.

### Company Type

- MAH/Brand Owner

### Key Sponsors

- Customer Service Manager

### Company Scope

- 100+ U.S. Hospital/Clinic Customers
- \$5B+ Annual Revenue
- Thousands of Orders Processed Annually

### Target KPIs for Engagement

**7**

Customers linked through a single integration

**~1,000**

Monthly orders automated

**Single**

Source of truth for MAH and customers

## Customer Business Challenges

- The entire order-to-cash process is manual, relying on email and PDF generation to exchange POs, acknowledgements, and invoices
- Manual data exchange reduces real-time visibility, analytics, and end-to-end auditability
- Lack of confirmation tracking in the purchasing portal requires manual intervention—delaying the order fulfillment process

## Partners Orchestrated



## Key MINT Transactions

- Sales Order
- Order Acknowledgement
- Advanced Ship Notice
- Invoice

## Processes Digitalized

- Order-to-Cash

## The Solution

- Automated invoice processing replaces PDF transactions with structured digital data, accelerating fulfillment and payment cycles
- A centralized transaction portal provides shared visibility, auditability, and real-time financial insights across partners
- Expanding digital B2B purchasing capabilities across additional customers strengthens interoperability and supports scalable growth by helping win new business with larger hospital systems and distributors