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NETWORK FOR GREATER GOOD

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—drastically streamlining chargeback reconciliation and order-to-cash processes.

Company Type

- MAH/Brand Owner

Key Sponsors

- VP of Business Development
- IT Director

Company Scope

- Specialty Pharmaceuticals
- ~1,000 FTEs
- ~$500M Revenue
- Multinational Operations

Target KPIs for Engagement

30
Wholesalers linked through a single integration

60%
Faster partner onboarding

Single
Source of truth for MAH and wholesalers

Customer Business Challenges

- The unpredictable costs of point-to-point integrations with customer ERP systems causes operational inefficiencies and limits growth
- Limited inventory visibility impacts the accuracy of sales forecasting and revenue projections—hindering efforts to optimize working capital
- Manual chargeback reconciliation processes—often conducted over the phone and by email—cause revenue leakage and detract from higher value activities

Partners Orchestrated

Key MINT Transactions

- Product Activity, Transfer, and Resale
- PO, PO Ack, ASN, Invoice
- Chargeback Request, Authorization, and Response
- Forecast Planning Schedule
- Return Merchandise Authorization
- Credit/Debit Adjustment

Processes Digitalized

- Chargeback Reconciliation
- Inventory Visibility
- Order-to-Cash

The Solution

- Predictable pricing through a single network integration enables scalability and market expansion
- Shared, real-time inventory data reduces interventions for both the MAH and its customers
- Digitalizing and automating common business processes improves core fulfillment metrics, while requiring less manual workload and lays the foundation to introduce automated monitoring and agentic decision support in the future

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