



CASE STUDY

Merck Life Science streamlines compliance processes through automation, **saving 121K hours annually.**

Organization profile

Merck Life Science delivers access to state-of-the-art tools, services, and expertise to empower researchers to make scientific breakthroughs and engineer new products.

Results

121K

Hours saved per year

64

Business processes automated

14

Complex SAP systems automated

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If a permit or a license is removed, we can't operate. Getting those processes automated has been a huge help.

Dr. Radhika Mahadev

Head of Robotic Process Automation, Merck Life Science



Challenge

Merck Life Science is required to comply with a large range of regulations and maintain detailed documentation throughout the drug development process, including clinical trial reports, manufacturing records, and quality control documents. With no harmonized order screening process, delays were caused in order release and material processing due to the huge volume and local license policies, ultimately affecting the supply chain process.

Solution

Merck Life Science partnered with Automation Anywhere to streamline the complexity of regulatory compliance across 14 countries and 64 different processes, such as trade compliance, cross-country logistics, and regulatory management. Merck embedded robotic process automation (RPA) connections within its daily workflow, employing 17 bots. To start, the company targeted regulatory compliance such as checks and document management on import and export, license, inventory, and materials. The implementation helped Merck Life Science win Global Regulatory Management & Trade Compliance Recognition for ensuring excellence in trade compliance in 2021.

Processes automated

- Customer service
- Supply chain
- Regulatory management
- Trade compliance
- Healthcare commercial



There is a lot that goes into the regulatory process that is time-consuming and error-prone.

Dr. Radhika Mahadev

Head of Robotic Process Automation,
Merck Life Science

The whole story

Regulatory compliance is a highly complex field made even more complicated when considering the landscape differs from country to country. It also comes with a high level of responsibility inherent across Life Science operations, which deals with research products used across the globe for various scientific developments. The company's compliance team recognized that manual document creation and management can be time-consuming, error-prone, and difficult to track, especially when dealing with complex regulations and requirements. The sheer complexity level of the reviews the business team was required to do, with up to 30 regulatory checks depending on the country, was blocking release orders.

Merck Life Science partnered with Automation Anywhere to set up automation processes to streamline the creation, management, and distribution of compliance-related documents in 14 different countries. Automation is helping Life Science make enhanced data-driven decisions and accelerate value creation.

Merck has been able to reduce the time it takes to create, manage, and submit compliance documents, ensuring consistency and accuracy in document creation. Although innovation in new product introduction and discovery has increased regulatory scrutiny, automation has helped Merck improve compliance tracking and reporting. It's helped Merck demonstrate compliance with regulatory requirements and respond quickly to any compliance issues that may arise.

Additionally, automation has freed up time for Merck scientists to focus on high-level tasks rather than tedious and complex compliance processes. Its impact has been life-changing for millions; these digital tools have helped speed along the COVID-19 vaccine by addressing the supply chain issues, digital regulatory submission, and shortening the life cycle of new product introduction.

The future

Merck is eagerly looking forward to continuing its adoption of intelligent automation and is seeking out cognitive-capable bots rather than just limiting the bots to structured data sets. The organization is also hoping to expand its automation footprint to order entry, web-based orders, go-to-market processes, new product introduction, and supply chain logistic processes. Finally, with an eye on Merck's overall digital transformation, the organization is counting on automation to improve on-time delivery, customer experience, and the ability to go to market faster.

About Automation Anywhere

Automation Anywhere is the leader in Intelligent Automation solutions that put AI to work across every aspect of an organization, empowering businesses worldwide to unleash productivity gains, drive innovation, improve customer service, and accelerate growth. Learn more at [automationanywhere.com](https://www.automationanywhere.com).

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