



“Deloitte understood our vision and the way we operate down to a level of detail that was very impressive.”

– Manoj Prasad, Vice President,
Thermo Fisher Scientific

Seeking simplicity: Thermo Fisher Scientific streamlines its application management landscape to reduce costs, gain efficiency, and improve service.

Can two biotech organizations combine their operations and establish a more responsive application environment without adding to cost and complexity?

As the executive in charge of managing applications for Thermo Fisher Scientific, Manoj Prasad was facing a daunting challenge. In the wake of the merger between Applied Biosystems and Invitrogen, his CIO asked him find a way to simplify the company’s approach to application management so they could do more with less budget.

In addition to complexity associated with managing nearly 25 different vendors at this leading provider of biomedical research, applied science, and clinical products, Prasad was targeting another major issue.

“A big problem we had was the cost of bringing in our resources from all over the map,” he says. “Whether it was work offshore or on-site, there was an opportunity here for us to consolidate it and reduce costs.”

Prasad knew that an outsourced approach was the answer to more efficient, cost-effective operations. However, “My biggest fear was not having the right resources and right sponsorship,” he says. “If we could align ourselves with those two critical components, we would succeed.”

A relationship is born

In selecting a partner, Prasad and Thermo Fisher Scientific assembled a carefully vetted list of requirements. While cost was a primary consideration, the team also knew that they needed a partner who had a solid blend of tactical experience and strategic know-how in application management. They carefully scrutinized each candidate’s qualifications.

“We wanted to make sure that we were picking a company with an exceptional breadth of knowledge,” says Prasad. “We didn’t need to collaborate with an organization that was highly skilled in one or two applications and didn’t know anything about the rest.”

After meeting with the Deloitte Consulting LLP Application Management Services (AMS) team, Prasad knew that he’d found the desired combination of knowledge and skills to accomplish his goals. “Even their technical staff understood the vision of our company and the way we operate,” adds Prasad.

Impacts from transformation:

- Improved customer service
- Increased responsiveness
- Greater flexibility
- Simplified, lower-cost application management support through an outsourced model

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Benefits across the board

Today, more than 130 Deloitte AMS consultants work with Thermo Fisher Scientific and the company is enjoying a host of benefits that stretch across its various departments, including:

- Reduced downtime through accelerated decision-making and prompt service
- More responsive and productive production support operations
- Improved ability to incorporate new products into its e-commerce portfolio
- Streamlined, lower-cost application management support

“The team has been very responsive,” he says. “For example, we had a bug in our critical SAP Learning Management System. I contacted Deloitte AMS and asked if they could provide advice within the next several hours. Instead, they identified the right person and sent me an e-mail saying that someone was available to talk right now. This is what makes the difference. Going out of their way to help is what matters.”

Prasad also transitioned the company’s Oracle Siebel CRM support to Deloitte AMS. The results proved impressive, with the number of support tickets closed in one month totaling more than the previous vendor’s team had closed in a six-month period. And the enhanced customer service did not go unnoticed by customers.

“There was an email from our customer to the Seibel manager asking ‘What changed?’” say Prasad. “Suddenly, we, as an IT organization, were heroes in front of the business. We rarely get these kinds of kudos from the customer.”

The collaboration with Deloitte AMS also gave Thermo Fisher Scientific greater flexibility to introduce new products into its e-commerce-based customer offerings.

“We’d acquired GeneArt—a company with a very special, very complex product that we didn’t have in our portfolio,” says Prasad. “Adding that product to our website presented a big challenge. We quickly engaged Deloitte AMS and they promptly put the right people in place to analyze the situation and help us build a related technology strategy.”

“The relationship is working out very well,” he says. “I’ve dealt with many traditional offshore companies that may be good tactically but struggle with strategy. With Deloitte AMS, I can rely on their strategic work, and that’s been a key value for our IT organization and for Thermo Fisher Scientific.”



“It was very clear that Deloitte had a rigorous recruitment and training process to maintain a high level of quality throughout the consulting team. And they are able to retain these employees and still give us the cost break that we are all looking for these days.”

— Manoj Prasad, Vice President,
Managing Applications and Test
Group, Thermo Fisher Scientific

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