

# Selecting an ERP Vendor for a Commercialization Platform

This client is a pre-commercial medical dermatology company primarily focused on researching, developing, and commercializing innovative therapeutic products for skin diseases.

With their leading drug candidate in late Phase III trials and a pending NDA filing, the client recognized they had outgrown their legacy ERP system and needed a platform that would support them through their commercialization journey and beyond. The client had been leveraging an older ERP platform to support their financial processes and had another ERP platform through an acquisition.

The client engaged Crescense's commercialization and technology experts to conduct a robust ERP requirements assessment and vendor selection to select a platform to support their business long term. Additionally, Crescense helped the client determine the minimum viable product needed to support their commercial operations and their near-term ERP roadmap.

# Case Study

## PROJECT OVERVIEW

### INDUSTRY:



Biotech

### PRODUCTS AND SERVICES:



R&D and Commercialization  
of Therapeutic Products for  
Skin Diseases

### PRIMARY OBJECTIVES:

- Run a vendor selection process to identify the right platform to support the clients short- and long-term needs
- Develop and document business and technical requirements for immediate and wish list items
- Create an RFP to allow the vendors to showcase how their solutions could support the client
- Curate vendor demos to align the client around a single choice for their platform
- Determine the minimum viable product needed for to support the client's commercial operations

### RESOLUTION:

- Followed the Crescense vendor selection methodology to collect critical information about client's ERP needs and the capabilities of each software vendor as well as their key differences as they pertained to the client's business processes
- Develop key guiding principles and selection criteria to ensure an unbiased selection process
- Engaged with leading ERP software vendors and the vendor's preferred system integrator, providing them with standard and unique client requirements in an effort to align the software with business needs
- Identified the key functionality required to support the client's commercial operations and develop a roadmap for implementing future functionality

### KEY BENEFITS:

- Engaged several ERP vendors in the process and narrowed it down to a single selected vendor
- Gained alignment among the client's leadership team on the selected vendor as a long-term platform and partner
- Provided an actionable implementation scope plan for an initial and future implementations



### KPIs

- Engaged five ERP vendor selections, both tier 1 and tier 2 platforms
- Documented business and technical requirements
- Accelerated the client's ERP implementation

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