



Merck Serono International S.A.
Rome, Italy
www.merckserono.net

Industry:

Healthcare

Annual Revenue:

US\$5.7 billion

Employees:

16,000

Oracle Products & Services:

Oracle E-Business Suite
Oracle Financials
Oracle Purchasing
Oracle iProcurement
Oracle Internet Expenses
Oracle Order Management
Oracle Process Manufacturing
Oracle Discrete Manufacturing
Oracle Flow Manufacturing
Oracle Inventory Management

Oracle Partner:



Wiit Application
www.wiit-application.it

“Oracle E-Business Suite enabled us to improve information flows, while reducing the number of printed documents and achieving accurate control of costs and revenues at the corporate level.”

– Antonio Salati, IT Manager,
Merck Serono International S.A.

Merck Serono International S.A. Integrates Disparate Systems and Improves Help Desk Services

Merck Serono International S.A., a division of Merck KgaA, is a world leader in the field of pharmaceutical biotechnologies, including infertility treatments, neurology, and metabolism and growth products. The company is committed to researching rare pathologies and those with a particularly strong social impact. Merck Serono works in 44 different countries, operating nine research centers and 15 production plants—with medications sold in more than 90 different countries.

Challenges

- Integrate the accounting systems from several locations worldwide
- Coordinate requests for assistance related to finance and distribution from locations

Solution

- Organized a help desk service, providing 16,000 users in all Merck Serono locations with operations support, such as dispatching sales orders and correcting inaccurate accounting records
- Responded to help desk requests using Oracle E-Business Suite test environments, which are updated daily with production data
- Achieved complete integration of administrative and accounting processes
- Provided headquarters with the previous month’s figures, from all locations worldwide, at the beginning of each month
- Reduced transaction times by approximately 50%
- Implemented Oracle E-Business Suite with the assistance of Oracle Partner Wiit Application, which has managed the company’s Oracle application projects for several years