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ERP solution for a diagnostics company

Deloitte successfully implemented and integrated a comprehensive ERP solution for a leading European diagnostics company, standardising finance and procurement processes and enhancing operational efficiency. The solution, involving over 100 integrations, has been rolled out already in five countries and is in the process of being deployed in more countries now.

The Challenges

Our client, a leading diagnostics provider in Europe, operates 210 laboratories and performs over 220 million tests annually, offering a wide range of laboratory, imaging, and pathology services.

Despite rapid growth, involving more than 70 acquisitions since 2004, it faced significant challenges due to its fragmented and ageing technology systems.

This led to inconsistent reporting, costly end-to-end processing across finance, procurement, and billing, and increased risk for the business.

To address these issues the client asked Deloitte to deliver a core architecture centred on Microsoft D365, Coupa, and Kyriba, with the aim of standardising global processes and integrating with multiple existing Laboratory Information Systems.

The Solution

Working closely with the client, Deloitte initially developed a Microsoft D365 platform to standardise core finance and procurement processes, piloting it in smaller markets.

This foundational template was then further developed and extended into major markets, integrating with several Laboratory Information Systems both directly and via an Order Management solution to support billing and cash collection in both business-to-business and business-to-consumer markets.

Deloitte supported the client throughout the full programme lifecycle, assisting with process design, system design and configuration, integration development, change management, data design and migration, and deployment.

Post-deployment we provide Operate run services to assist the client in its day-to-day operations and continually refine the solution.

The Impact

Deloitte developed over 600 user stories to precisely define the business process requirements, ensuring that the implemented solution provided the desired outcomes.

The design and delivery of a multi-application solution, fully integrated with the existing architecture, involved over 100 integrations utilising Azure Integration Services.

Roll out has been completed successfully in five markets, and deployment across other countries is taking place now.

For more information, please contact:

Tim Cullimore
tcullimore@deloitte.co.uk