



Case Study



# What matters to Kyowa Kirin is making patients smile with life-saving care

Do what matters

## CASE STUDY

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Timely, accurate patient therapies are paramount to Kyowa Kirin, an international life science company that develops and manufactures pharmaceuticals for oncology, nephrology, neurology and rare diseases. Supply chain efficiency and data-based decision-making facilitated by [Microsoft Dynamics 365](#) enable Kyowa Kirin to deliver life-saving care to patients around the world.

**“The lead time to diagnosis could be up to five years. ... We have a role to educate the marketplace, the patients and healthcare individuals to ensure that we can identify patients to come onto this treatment. That’s the number one hurdle.”**

**- Andrew Aristidou**  
Executive Chief Financial Officer, Kyowa Kirin International plc.

### **Business situation: Ambition from isolation**

In its drive to serve global patients, Kyowa Kirin wanted to globalize its functions and business: “How we work with laptops, what our infrastructure or ERP is, how we have digital interactions with patients, how we have digital interactions with healthcare professionals,” says Andrew Aristidou, executive chief financial officer of Kyowa Kirin International plc.

While the company had to supply markets with its pharmaceuticals six months in advance, the Japanese manufacturing team needed transparency into data from Kyowa Kirin entities in Asia Pacific, Europe and the Middle East (EMEA) or North America. Each region operated with its own business processes, data and repetitive manual processes, prohibiting easy market insights. Inconsistent drug supply and delivery to patients slowed by in-market packaging and distribution affected employee and customer satisfaction.

### **Solution: One team, one source of truth**

In a complex industry sensitive to security and subject to multiple product and process regulations, Kyowa Kirin recognized its challenges could be minimized and its communications and culture enhanced with unified operations across regions. Avanade’s engagement with the EMEA team began with a 10-week gap discovery phase.

**Company Name:** Kyowa Kirin International plc

**Country:** UK

**Company Size:** 5,800

**Industry:** Life Sciences

**Solution:** Microsoft Dynamics 365

Our implementation of Dynamics 365 as the single ERP solution for Kyowa Kirin was comprehensive. “They’re able to be more efficient. From a process perspective, they’re all consistent as an organization,” says Mina Al-Khudairy, life science sector lead at Avanade.

The project included data migration and finance and supply chain operations, as well as manufacturing, planning, logistics and banking system integrations in support of a reorganized company. “We touched every part of their ERP,” she says. “We wanted to ensure technology is providing impact from a patient point of view.”

“Logistics providers were a new addition to our systems, and that’s to enable us to understand the flow through of the product and also to help our manufacturing processes. End-to-end, product supply is embedded within the system,” says Aristidou.

### **Result: Efficiency, quality, right-scaled production from shared data**

Kyowa Kirin is able to produce medications based on trusted demand forecasts and accurate supply chain information, allowing it to be more responsive to patients and their physicians. It has eliminated manual ways of working, adopted standardized processes and realized higher value through the supply chain.

“We are now yielding the benefits of the ERP program. It’s a huge enabler for making sure that the right product goes to the right patients with the right quality and that we’ve accounted for it correctly,” Aristidou says. “It’s the accuracy of providing the product; it’s less hours working manually and more in the system.”

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“Interactions with the world are absolutely fundamental, and if we can get that right collectively, globally, across all countries and cultures, that’s a great outcome.”

“Making sure that we have healthy interactions on a daily basis, whether it’s family at home, whether it’s work, whether it’s the public, whether it’s suppliers or colleagues. Having an interaction of common understanding and journey and purpose is what matters.”

**“We feel that making people smile is a core fundamental on how we should be operating to drive the success of our business.”**

**- Andrew Aristidou**  
Executive Chief Financial Officer, Kyowa Kirin International plc.

## About Kyowa Kirin International plc

Kyowa Kirin International plc is a rapidly growing specialty pharmaceutical company engaged in the development and commercialization of prescription medicines for the treatment of unmet therapeutic needs in major western markets. Kyowa Kirin International is a subsidiary of Kyowa Kirin Co., Ltd. The Japan-based global specialty pharmaceutical company. The Kyowa Kirin Group companies strive to contribute to the health and well-being of people around the world by creating new value through the pursuit of advances in life sciences and technologies.





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**About Avanade**

Avanade is the leading provider of innovative digital, cloud and advisory services, industry solutions and design-led experiences across the Microsoft ecosystem. Every day, our 60,000 professionals in 26 countries make a genuine human impact for our clients, their employees and their customers. Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at [www.avanade.com](http://www.avanade.com)

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