

Case Study

Business Requirements

- To eradicate the risk dealing with suppliers that have insufficient insurance coverage
- To deliver perfect visibility of procurement information and proposed transactions
- To eliminate delays in the USDA authorizations for export.
- To maximize maintenance of automated processes on departments level (minimize IT involvement in day to day operations)

Business Benefit Delivered

- Reduction in administrative cost by 24%
- Perfect visibility of real-time business events
- Enhanced management of key suppliers
- Enforcement of company rules and USDA compliance regulations
- Increase in employee productivity

“We see iTechnology Forms Accelerator as an essential tool for automating our critical business processes. It has transformed our Procurement System into a proactive tool and significantly reduced delays in processing custom orders”

Adriana Hernandez de Alba
President: Biotechnics Research, Inc.
Industry: Biotechnology



Biotechnics Research, Inc. was founded in California to help provide quality Human and Animal products needed in the Biological field. Since its inception in 2001, Biotechnics Research has evolved into a well known supplier of cell culture media and sera. Today, it serves customers worldwide from its headquarters and primary manufacturing site in Lake Forest, California, with an extensive network of sales representatives and international distributors in Europe and Asia.

Selecting iTechnology Forms Accelerator

Within an organization with strict compliance regulations such as Biotechnics Research, there are endless opportunities for commercial savings or productivity gains through the automation capabilities of iTechnology Forms Accelerator. However, its initial interest in iTechnology Forms Accelerator was driven by the need to enforce existing compliance procedures regarding procurement process. This was highlighted by Adriana Hernandez de Alba the president of Biotechnics Research,

“Financial custodianship is a high priority for an organization in our industry and we were looking for a mature workflow package that came with sophisticated Business Process Management (BPM) capabilities. This was a key criterion on our evaluation critique, as was the product's flexibility and ease of use by our business managers. An independent contractor recommended iTechnology Forms Accelerator as an essential addition to the our existing accounting solution.”

Biotechnics Research's Procurement Procedures

There have been a number of well documented instances recently of organization that have suffered due to poor procurement management. In many of these instances, it has not been the actual procurement processes of the company but the lack of management visibility and process control.

Many companies combat this problem by formulating meticulous employee-led processes that ensure that procurement transactions follow company rules and procedures. However, this can be extremely costly in terms of employee administration time and this is an added burden to the workloads of employees.

As a result of the above, Biotechnics Research decided to established a number of automated business processes that safeguarded against the possibility of procurement transactions not adhering to company rules and procedures. This was highlighted by Adriana Hernandez de Alba,

“In the first instance, we were looking for a more proactive way to manage our custom product procurement processes. Traditionally our procurement department would be dependent on employees manually requesting purchase orders through in-house accounting software. Now, procurement specialists automatically receive real-time requests for all purchase orders through iTechnology Forms Accelerator. The benefits have been significant with a reduction in time and strict control and the delivery of total visibility being the most prominent.”

Another key element of process custodianship is the monitoring of and strict adherence to governmental, company or business unit regulations.

Once again, Biotechnics Research was looking to use iTechnology Forms Accelerator’s business process automation capabilities to build upon their existing procurement management procedures. As Ms. De Alba highlighted,

“As an organization we already had a excellent track record in custom product delivery but this came at a cost; that cost being the employee time required to manually enforce company policies for vendor management. We saw iTechnology Forms Accelerator as an excellent tool to automatically enforce defined process tasks and to inform management of the company about any deviations or delays in the procurement process.”

The primary benefit of this automated task to Biotechnics Research was the elimination of the inefficient and manual employee administration required to conduct this procedure. Solution Deployment

- Unified framework for business process definition
- Integration with accounting software to ensure seamless process from the moment new orders are received, to shipment, to post-delivery audit
- Implement in multi environment fashion to ensure business managers can adjust their process and validate it before deployment of changes to production environment

iTechnology Forms Accelerator and its management of critical supplier insurance statuses

As a biotechnology company, Biotechnics Research works in collaboration with a number of carefully selected suppliers to deliver the high quality products its customers have come to expect. Indeed, Biotechnics Research places a great deal of emphasis on the management of these commercial partners as they understand the important role they play within the success of the business.

A key part of supplier management for Biotechnics Research is ensuring that all its suppliers have current and adequate insurance product liability cover. Biotechnics Research holds this insurance information in its service management system and previously it was a burdensome manual task for staff to monitor supplier's insurance cover. Now through the use of iTechnology Forms Accelerator, the relevant Biotechnics Research's manager and the supplier are automatically notified when the supplier's insurance cover is about to expire, thus automating the monitoring and notification activities and enabling timely corrective actions.

iTechnology Forms Accelerator achieves this by continuously monitoring the relevant indicators and automatically generating new processes to initiate Insurance Policy Update.

The benefits of this automated Task were made clear by Adriana Hernandez de Alba when she said,

“By using iTechnology Forms Accelerator capabilities of integrating with Line of Business systems, we have not only protected ourselves against dealing with suppliers that have inadequate insurance provisions but we've removed the time consuming administration of manually managing this employee responsibility.”

When Ms. De Alba was asked to give a final comment on iTechnology Forms Accelerator she said,

“iTechnology Forms Accelerator has helped us gain a further ROI from our procurement and vendor management solutions. Having the ability automate the time consuming administrative activities, as and when we see the need arises, places us in a very strong position to develop our business further.”

About Inobits, Inc. Inobits Inc (USA) is specialized software consulting business that focuses its expertise in business process optimization and workflow office automation. The company operates in areas of next generation breakthrough applications and tools that are designed to amplify the impact of business productivity. Inobits specializes in: Software Implementation & Consulting; K2 blackpearl(TM); Microsoft SharePoint; iTechnology Forms Accelerator(TM) for K2.

About K2 and K2 blackpearl(TM) K2 provides the platform for a new generation of users to collaboratively assemble dynamic business applications from reusable items. K2-based solutions are deployed by a growing number of the global Fortune 100. K2 is a business unit of SourceCode Technology Holdings, Inc.

About iTechnology iTechnology's innovative enterprise-class software components and services have helped companies maximize their business agility and improve process automation efficiency. More and more companies and vendors rely on iTechnology Forms Accelerator™ to achieve dramatic returns on investment, create market-defining products and services, and sharpen their competitive edge.

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