



INDUSTRY

Health Care

WEBSITE

merckgroup.com

LOCATION

Darmstadt, Germany



“Workfront has really helped us in terms of collaboration. The teams were working on different projects but there was no connectivity. We didn’t have the transparency into who was working on which project, or for how long. Now the silos have been removed and our processes completely streamlined.”

–Tarunjot Singh, In-House Consultant

Establishing a single source of truth for Merck Group.

THE CHALLENGE: Merck is a leading global science & technology company with over 50,000 employees in 70 countries. The In-House Consulting team wanted to drive positive change across the organisation by moving away from using multiple tools and consolidating all activity into one modern platform. They needed to optimise their resource management and planning process to provide complete visibility into all client-facing work for their expanding team. Merck knew they needed to break free from manual processes and find a better way to work.

The solution.



Optimise resource management and planning.

Traditional systems were not coping with the needs of the growing team. Since the deployment of Workfront, there is full transparency into team capacity and a radical reduction in planning meetings. It's easy to see how busy teams are with central visibility—if they're under or overloaded—and to forecast capacity, ensuring the right work is allocated to the right team. Real-time dashboards help stakeholders make rapid decisions and optimise resources efficiently.

“Life was laborious before Workfront. There was no transparency around capacity planning. Since using Workfront the directors have been able to save a lot of time in weekly capacity planning and work allocation meetings.”

—Tarunjit Singh, In-House Consultant



Transforming a legacy system into a streamlined machine.

Before Workfront, for the three consulting teams spread across Darmstadt, Boston and Singapore, working with manual timesheets and multiple cross charging systems was laborious and error-prone. Workfront provides a single place to manage work and track expenses speedily and efficiently. Now the teams are a streamlined operation, with all consulting services requests, costs, and expenses recorded and tracked in Workfront. Automated, error-free processes help the teams free up their time to focus on client work.

SUMMARY

“The reason we chose Workfront was because it is simple and quick to implement, and easy to customise,” added Tarunjit. The In-House Consultancy team at Merck are changing the way work is done across the company. They now have full visibility into every request, consultant availability, and expenses all in one place. Weekly or monthly KPI reporting is now available immediately, and is highly accurate. Next steps are to embrace the power of Workfront Fusion to codelessly connect Workfront to the wider Merck ecosystem.



Complete visibility into all client-facing work.

Prior to implementing Workfront, reporting was onerous and time-consuming. The team would spend valuable time sourcing and collating status updates for weekly and monthly reports. With Workfront's real-time bespoke dashboards, all data is automated. Each team member can easily see the status of projects, wherever they are in the world. The team saves time producing reports with all the data at their fingertips. The intelligence helps them focus on priorities and address bottlenecks.