



Clinisupplies

prezien

How Clinisupplies put consumers at the heart of everything we do



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&

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Why is Commercial Excellence Vital

- Enabling consumers to live more freely.
- Our customers are NHS patients (consumers), Healthcare Professionals and Providers, and the NHS.
- They really do depend on us to deliver 'right first time'.
- Quality, ease and speed of interaction is vital.
- Must align our capability, processes and teams across the business to put the consumer at the heart of everything we do.



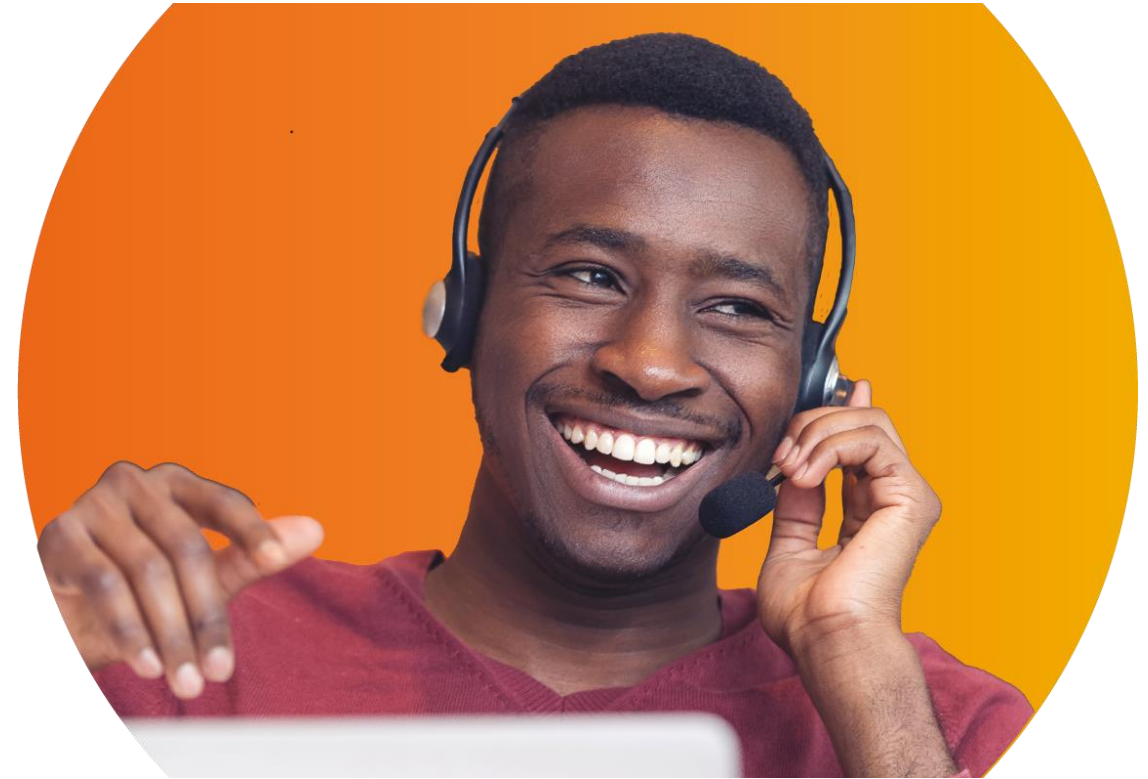
Why the success of the programme was critical

- **If we don't deliver our products today, our customers don't leave the house tomorrow.**
- **We had to ensure zero disruption.**
- **We were merging two business units / brands together.**
- **We were consolidating two disparate sales and customer service solutions onto one.**
- **We were time constrained to manage the contract end of an existing solution.**



Setting Up for Success

- **A clear and measurable goal: Enabling our business to work as one team.**
- **Solution owned by the business from the outset, with a Product Owner at the forefront.**
- **Outcome, not solution focussed.**
- **Close project engagement with business users, living and experiencing 'a day in their life'.**



Lessons Learnt

- **Build what you're growing to become, not the problem you're solving for.**
- **Be clear on the importance of the data function.**
- **Think early about how you'll own and run the solution post go-live.**
- **Work with a partner who really appreciates the importance commercial and service transformation – sales and service solution projects aren't the same as finance or back-office projects.**





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**Thank you! Please come and say
hello at the Prezien Booth.**

**Kelly Slabbert
Clinisupplies Commercial Excellence Director**



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