

Operational excellence: Enabling successful teams

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Enabling Successful Teams



September 24, 2024

Inpart Summit
User Group Meeting

Alyson Joyce
Head of BD Operations | **Servier**



We had a problem...



We had built what we set out to achieve...

- Full BD Team
- Internal expertise
- Shared tools
- Clear processes
- Agreed best practices



But cracks began to appear...

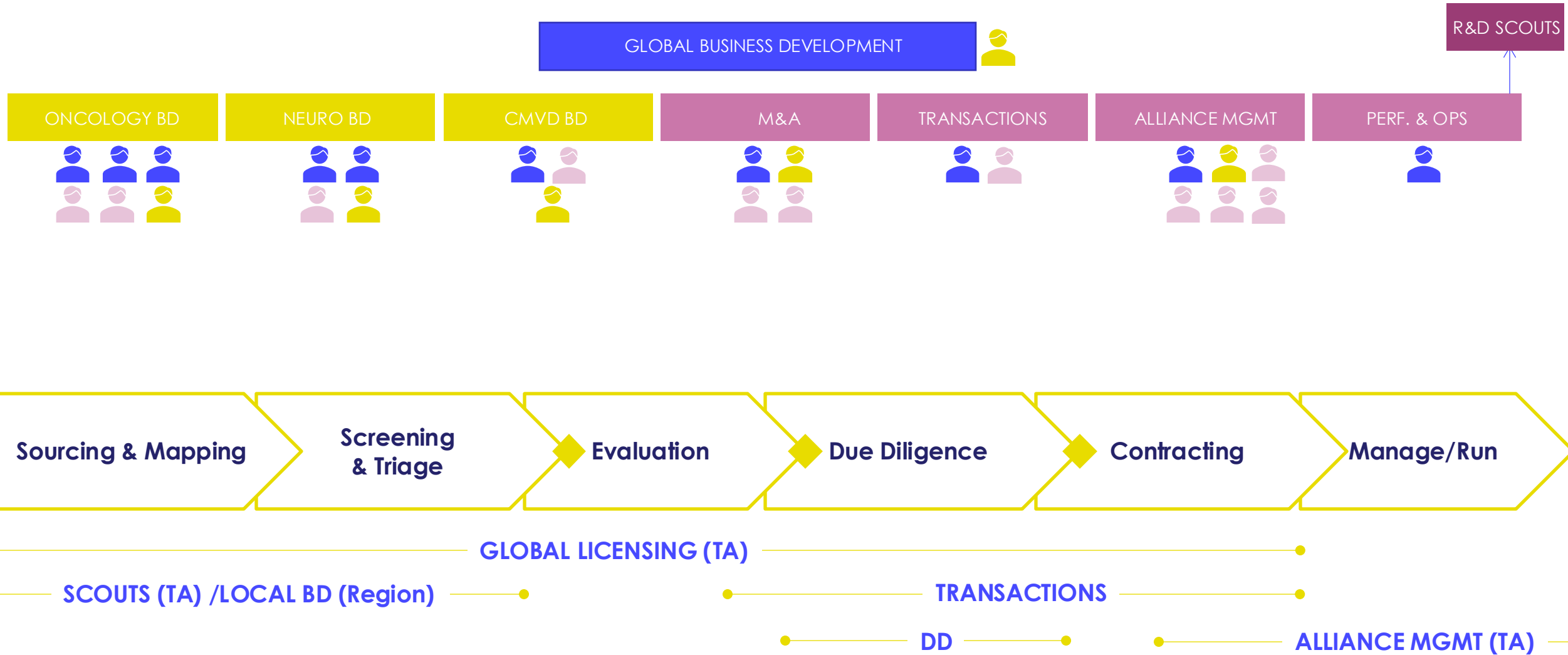
- Internal partners alerting that process was not followed
- Value chain was disrupted
- Best practices were not consistently carried out
- Gaps in knowledge management and data quality



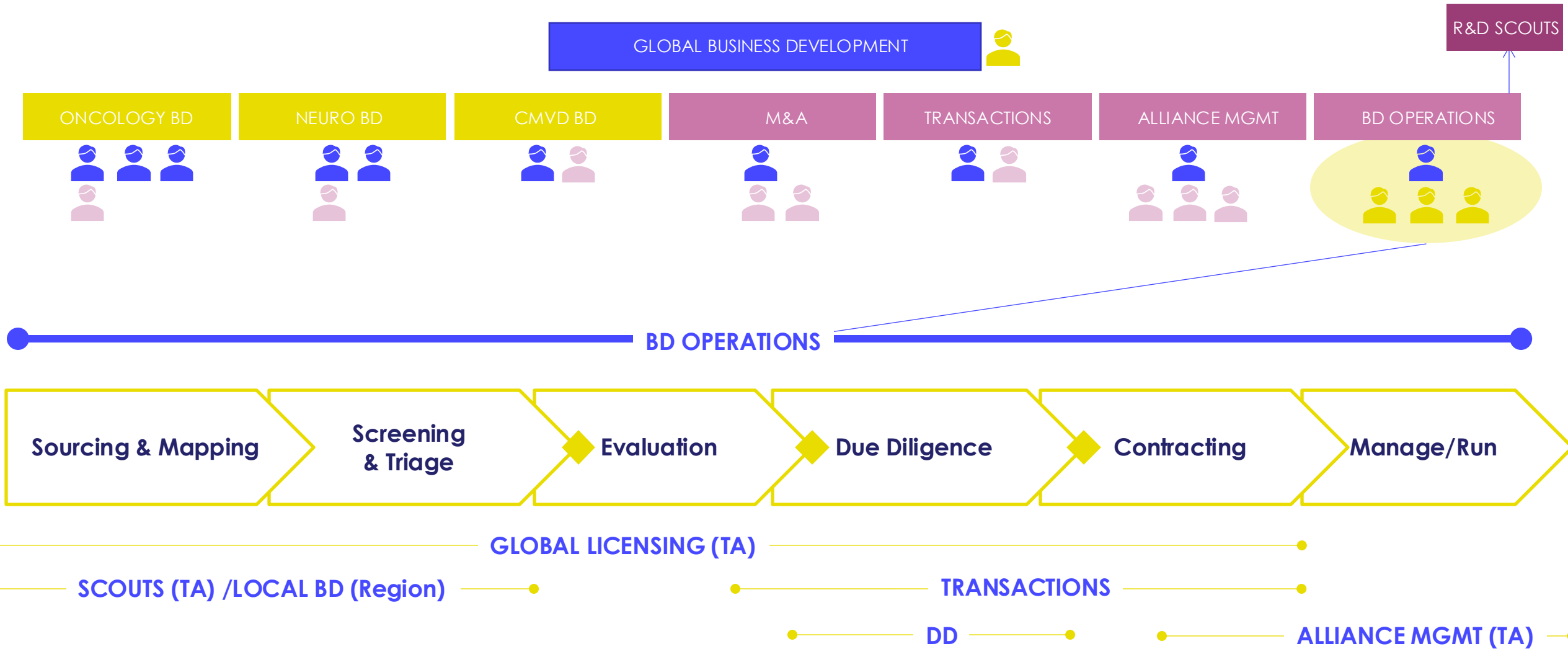
Resulting in...

- Negative impact on image internally & externally
- Time wasted correcting trajectory & filling gaps

We had another look at our organisation...and the process



...and implemented change



New role: **BD Coordination Officer**



Operations support
from first contact to
end of alliance

Project-centered.

Organised by **TA**.

Reporting to Head of BD **Operations**.

Knowledge Management

Tracking of all partnering activity in Inova. Ensure Corporate Memory.

Procedures & Best Practices

Create, improve, adapt, change procedures to changing environment

Project Coordination & Governance

Coordinate advancement of the projects through the value chain and through decision gates

KPI, metrics & reporting

Weekly, Monthly, annual and ad hoc figures and dashboards

Bio-partnering conferences

Sponsorship, preparation and follow-up on bio-partnering conferences

Data management

Protect and secure Servier's and partners' confidential data

Prioritisation & Resources

Coordinate cross-functional resources according to current priorities

Partnering Communication

Partnering deck, partnering info cards, internet & intranet site

What happened next?



Data quality improved immediately. Inova dBase became single source of truth in the Group. Full confidence in the **highly accurate data and reporting**.



Increased knowledge of the **process**. More uniform & disciplined **execution**.



Partner of Choice goals were reached



Smoothed over bumps in handover, collaboration and communication. Stability & continuity ensured.



New changes, requests or adjustments are rolled out quickly and easily

BD OPERATIONS

GLOBAL BUSINESS DEVELOPMENT



Alyson Joyce
Head of Global BD Operations



Valérie Coudane
BD Coordination Officer
Oncology



Delphine Duong
BD Coordination Officer
CMVD-Research Transactions



Lara Maria Matar
BD Coordination Officer
Neuroscience

Organization change, knowledge management and leveraging Inpart



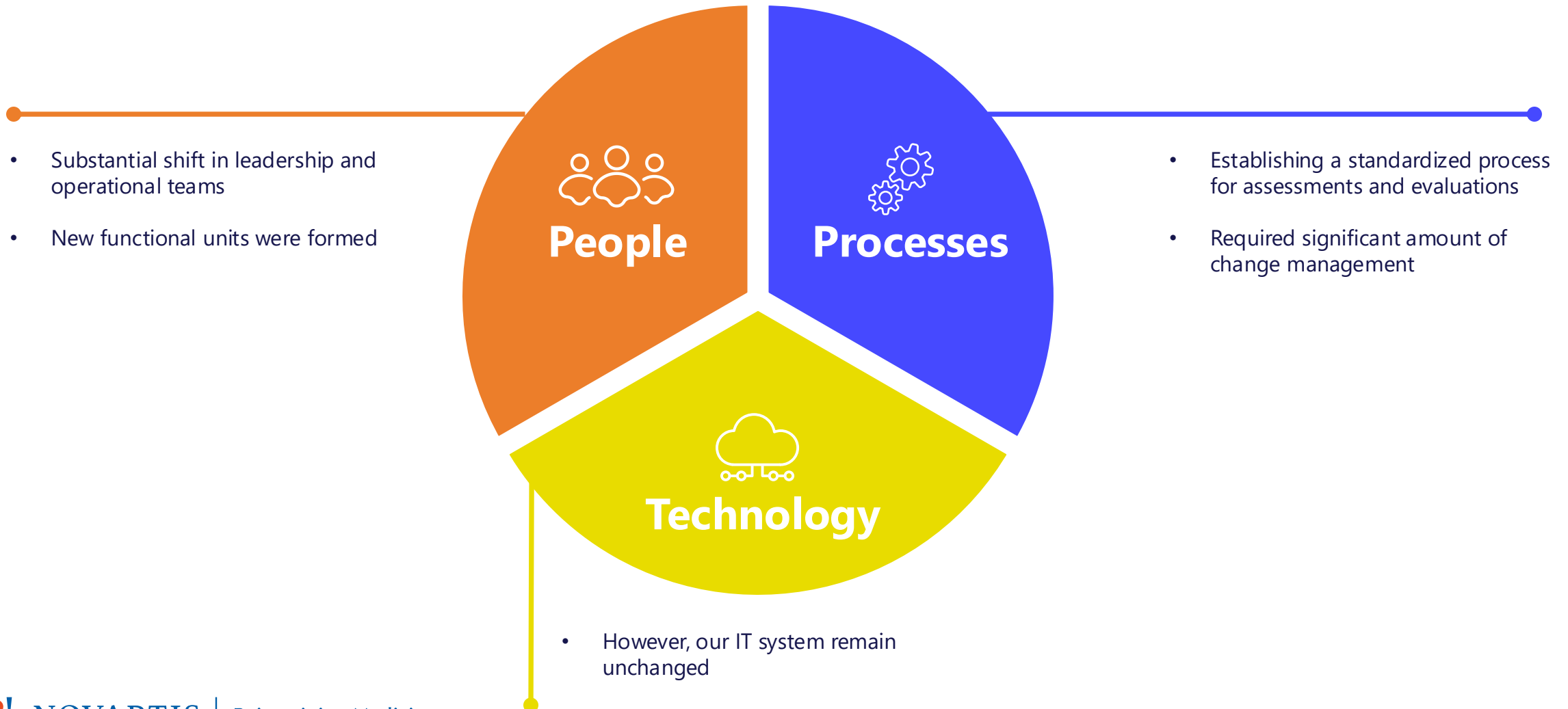
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Arun S. Bisht
Head C&BD Excellence and Operations | **Novartis Strategy and Growth**



We experienced simultaneous significant changes to our people and processes last year...



Inpart has been our main CRM system which serves as both our process workflow and repository of our organizational memory



Inpart has been pivotal in an evolving organization like ours:

- Directory of companies and assets
- History of relationships / past transactions
- Master data
- Alliance & Contract management

Inpart isn't perfect; we've made many customizations and still have some unmet needs that future updates may address. However, it is a core IT system for us to support efficient BD operations.

The Three Pillars for Efficiency & Efficacy: Process, Users, Tools



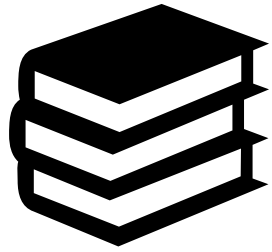
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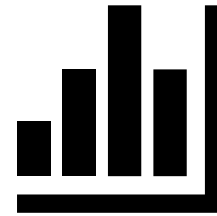
How is Inpart used at Ipsen



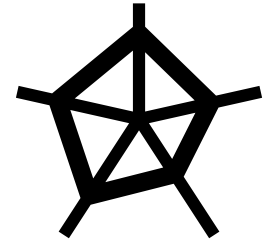
**Corporate
Knowledge**



Collaborate



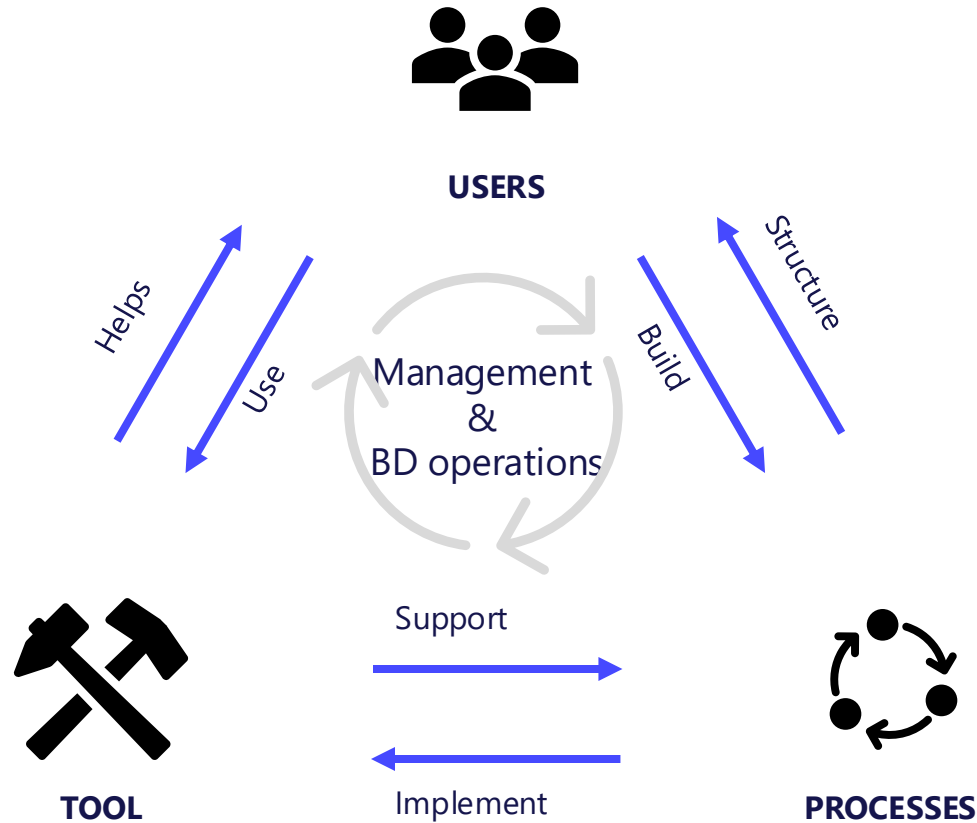
Analytics



Dashboarding

Users need to be onboard:

User friendliness and championship will ensure adoption value creation



Tool needs to facilitate:

Business remains the core and will drive usage and ways of working, any extra burden should be avoided

Processes need to be adapted:

Embedding tools in the processes while acknowledging their limits will enhance its usefulness

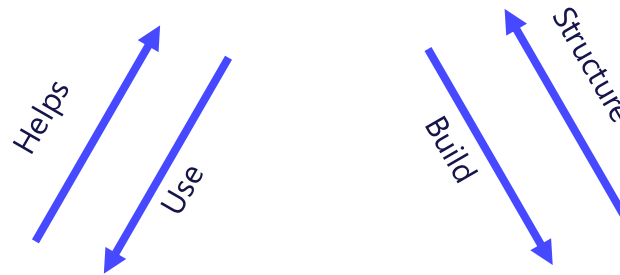
Example: "One pager module"

- How can we better communicate with our key stakeholders in the early days of the evaluation process



Subject Matter Experts

DD module allows SMEs to work with a single platform to share and archive their evaluation



SMEs shared feedback and constraints; while the process is providing stability and regularity

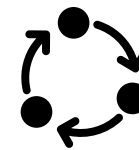


Due Diligence Module

Support



Implement



Triaging Process

The triaging supportive materials are generated from the DD Module, making its use compulsory and avoiding the burden of preparing documents manually

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