



DATA INNOVATION AT ENTERPRISE SCALE

# How a global development lab harmonized their processes over multiple sites through ZONTAL Space

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The roll out of ZONTAL Space enabled four labs at three different sites to define a common vocabulary and a unified target process that increased productivity and reliability.

## Who is this about?

As a major player in the pharmaceutical industry, our customer relentlessly pushes the frontiers of science to identify new and better drugs. The early development and translational science departments play a crucial role in filtering out the best discovered drug candidates for successive clinical trials. The processes used in these labs are of highest strategic importance for the overall success of the whole company and often subject to regulatory scrutiny. We have worked for three years closely with the responsible lab heads to identify the main hurdles that inhibit the effectiveness of their labs. Together we identified an approach that unified diverse stakeholders, harmonized core processes, and resulted in increased performance of the labs.

## Challenges

Our customer had attempted for multiple years to enforce standard operating procedures that would result in data that could be shared across the organization. Despite many change-management attempts the local culture of the sites could not be sufficiently adapted. The results were spreadsheets with descriptions that could not be interpreted at other sites, differences in workflows that made scientific results challenging to reproduce, and an overall fractionated atmosphere in the division.

## How we helped

We positioned ZONTAL Space as a technical solution that would steer the necessary change process at our customer. Together with the responsible lab heads we identified the core processes and defined a fully automatic workflow using the Space functionalities. During this process we reached a global alignment among all stakeholders on wording and positioning of key descriptive information for each scientific study. Adherence to these definitions allows ZONTAL Space to completely automatically enrich scientific data. A failure to adhere to the conventions is instantly made visible in the system to the user and therefore guides in training and compliance. We enabled a previously unproductive dialogue, generated wide consensus, and provided a product that maintains these precious benefits through its operative usage.

## Results

ZONTAL Space reshaped the process landscape at our customer, leaving it harmonized, standardized and highly effective. Space became the product that unified diverse stakeholders and build bridges, which enabled all labs of our customers to increase performance and achieve common goals.

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# RESULTS

Reduced number of  
different processes by

**50%**

Increased the usage of  
standardized vocabulary by

**90%**

Reduced the amount of  
manual process work by

**80%**



# Executive Summary

ZONTAL Space was founded to enable its customers to fully leverage the benefits of the digital transformation.

One core advantage of ZONTAL Space is the ability to enrich data with controlled contextual descriptions. We could utilize this feature to solve the prevalent concern our customers had with complex workflows that needed to be harmonized over multiple labs and sites.

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