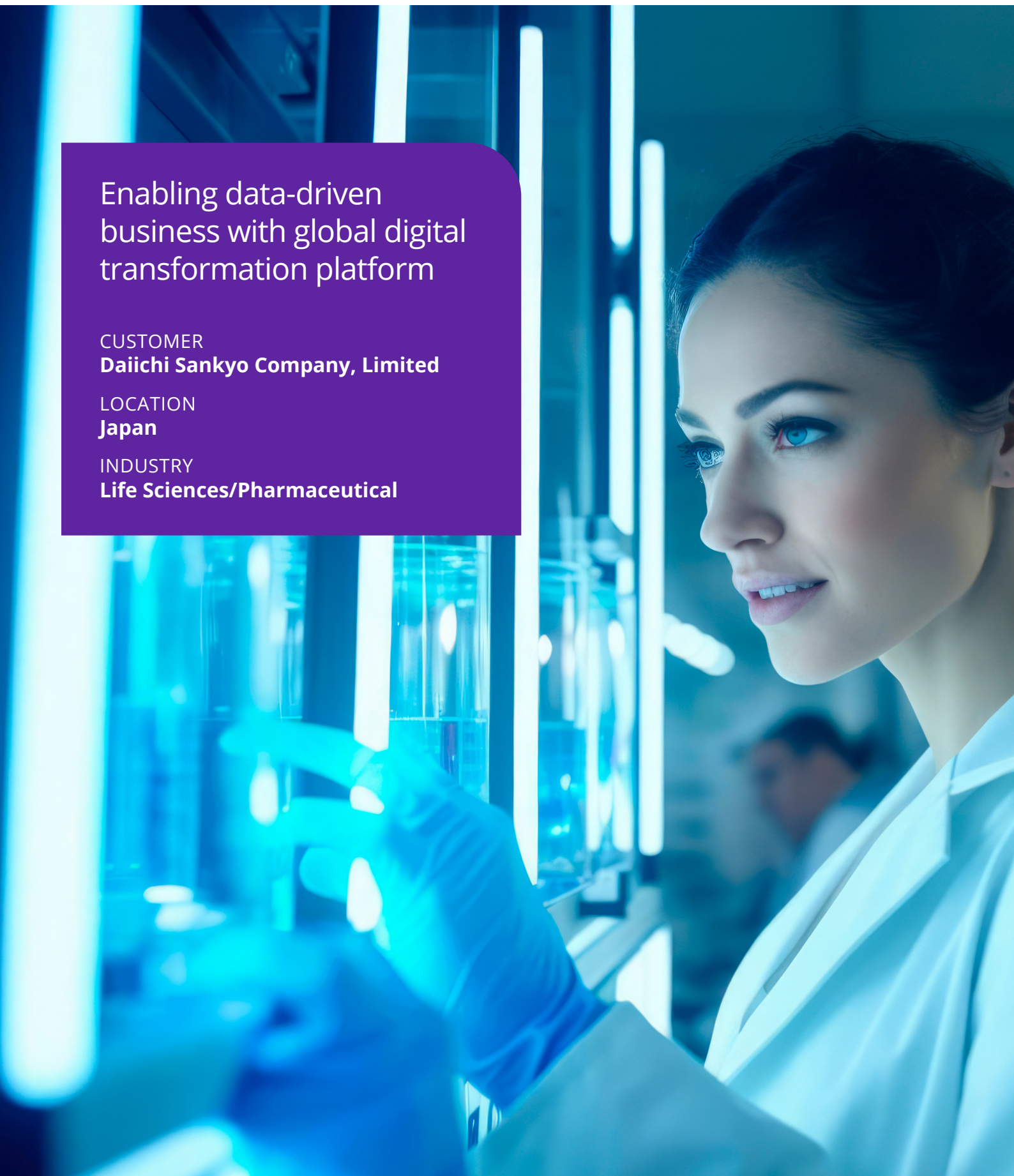


Enabling data-driven
business with global digital
transformation platform

CUSTOMER
Daiichi Sankyo Company, Limited

LOCATION
Japan

INDUSTRY
Life Sciences/Pharmaceutical





Challenge

- Deploying and maintaining a common global platform for more advanced IT operations
- Globally optimizing and improving accuracy of IT investment planning
- Accelerating data driven decision making and execution of digital strategy



Solution

- The DXC Enterprise Applications and SaaS team, consisting of experts in seven worldwide locations, working closely with Daiichi Sankyo's global IT team
- Global ServiceNow deployment with the right skills and resources provided to the right location at the right cost
- DXC's global Application Management Services providing comprehensive support to maximize the value of ServiceNow



Results

- Increased global IT service quality, and IT cost optimization with improved ServiceNow operations
- Optimized operational efficiency by integrating the three regions (Japan, US and Europe) into a single global DX (digital transformation) team
- Enabled data-driven decision making, and accelerated digital strategy through Operational Excellence program initiatives



Enabling data-driven business with global digital transformation platform

Daiichi Sankyo Company, Limited is a global pharmaceutical company with corporate origins in Japan. With more than 120 years of scientific expertise and 17,000+ employees worldwide, the company provides innovative products and services in 29 countries and regions around the world.

Daiichi Sankyo's challenge to achieve data-driven corporate management, business transformation with innovative digital technology and the reinforcement of global management operations will advance its vision of becoming an innovative global healthcare company.

Medical pharmaceutical development is a globally competitive industry. The company is currently on a transformation journey to maximize the use of data and advanced digital technology to drive business agility and enable faster decision making.

Daiichi Sankyo, which claims the number one market share in the Japanese medical pharmaceutical market, is also expanding and strengthening its presence as a global pharma innovator with competitive advantage in oncology. The Antibody Drug Conjugate (ADC) medication for cancer treatment is the key factor behind the company's swift global expansion.

Transforming into an innovative global healthcare company

Yasuo Uesugi, who leads Daiichi Sankyo's digital transformation strategy as Vice President of the Digital Transformation Planning Department, explains the mission:

"Daiichi Sankyo has stated its 2030 vision is to become an innovative global healthcare company contributing to the sustainable development of society. The Digital Transformation Planning Department, a new team established in 2020 consisting of specialists from inside and outside the company, is a strategic organization brought together to achieve this vision.

"One of our key missions is to maintain a common global digital transformation platform. Making full use of data and digital technology, this platform will



Yasuo Uesugi
Vice President, Digital Transformation Planning Department, Daiichi Sankyo Company, Limited



Yuka Yamamitsu
Director, DX Planning Group, Digital Transformation Planning Department, Daiichi Sankyo Company, Limited

speed up the decision making process and provide agility to the business, accelerating the global growth strategy for the company.”

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“Under the direction of the Chief Digital Transformation Officer (CDXO), in 2020 we consolidated the data and digital functions for the projects in Japan, the US and Europe. In 2023, we established a new function to promote healthcare as a service, working together as one global DX (digital transformation) organization.

“The Digital Transformation Planning Department takes responsibility not only in the planning and execution of our strategy, but also in providing various measures through which Daiichi Sankyo can globally leverage data and digital technology,” said Uesugi.

Providing advanced ServiceNow operations

To remain competitive in the pharmaceutical industry, Daiichi Sankyo strengthened its research and development operation, shifting to a global across-the-board process with globalized applications.

Yuka Yamamitsu, Director of the DX Planning Group, Digital Transformation Planning Department, says, “In 2016, we introduced ServiceNow IT Service Management (ITSM) as a global one instance to improve the service quality of global applications. The goal was to provide a common operation platform

to standardize the business process for IT service management and help-desk services. Currently, approximately 1,200 IT staff take advantage of ServiceNow ITSM for managing 450 applications and services, including environments for specific regions.”

With ServiceNow ITSM evolving into a common global platform, more countries began deployment and the number of managed applications began to rise — resulting in an increased operation and maintenance workload for IT employees.

“We needed to adapt to the growing role of ServiceNow ITSM, and improve the management and operations with a new support team for a better global outcome. So, in 2020, we selected DXC Technology as our ServiceNow ITSM global maintenance partner,” noted Yamamitsu.

DXC’s Global Elite Partner support

With more than 1,000 global ServiceNow customers, DXC is a ServiceNow Global Elite Partner capable of providing advisory services, system development and managed service solutions. DXC’s unique operation model for ServiceNow global Application Management Services, provides systematic standard processes for incident response, change management, upgrades and more, based on best practice.

Toshiaki Tachibana, director of the ServiceNow Practice, Enterprise Applications and SaaS, DXC Technology Japan, explains, “Our proposal involved DXC Technology Japan providing the core support for Daiichi Sankyo’s Japan headquarters, while DXC teams in the



Akihiro Ueno
Group Manager, DX Planning
Group, Digital Transformation
Planning Department, Daiichi
Sankyo Company, Limited

US, Germany, Vietnam and South Africa worked in concert with the company's three global regions (Japan, the US, and Europe) providing support. The key benefit of this was that the Japan headquarters set the global quality standard, while independent issues within the three regions were handled without delay by local service managers."

DXC's global workforce delivered the right skillsets and resources to the right location with the right costs to manage and operate ServiceNow ITSM globally.

Akihiro Ueno, Group Manager, DX Planning Group, Digital Transformation Planning Department, says the goal was that each region function in a coordinated way to support the global digital transformation program. "Our requirements for the global maintenance partner were to provide appropriate quality assurance and governance for a 16,500-user IT environment, based on standardized rules and processes for ServiceNow ITSM deployment and operation. The proposal to assign local DXC experts in each region, and support the local teams based on global Application Management Services standards, felt very close to our ideal image. Most importantly, we highly

valued their rich global maintenance experience and ability to execute."

Uesugi added, "DXC also provided specific suggestions on how we could improve the system in the next three years. I was impressed by their attitude to proactively and consistently improve, rather than to just maintain the current ServiceNow environment."

Daiichi Sankyo's objective in deploying ServiceNow ITSM as a global one instance was to reinforce IT governance. Each region, however, had policies regarding specific regional needs, such as local applications and workflow development.

"The fundamental rule is to fit-to-standard — fit the requirement into the available standard features. No matter how strong the request from the region is, we must avoid negative consequences where the standard operation as a common global platform is held back. The three regions must carefully discuss the matter, with the common goal of digital transformation acceleration in sight. To prevent technical issues that arise from customization, we anticipate that the DXC team will act as our last resort in guarding governance," Yamamitsu replied.

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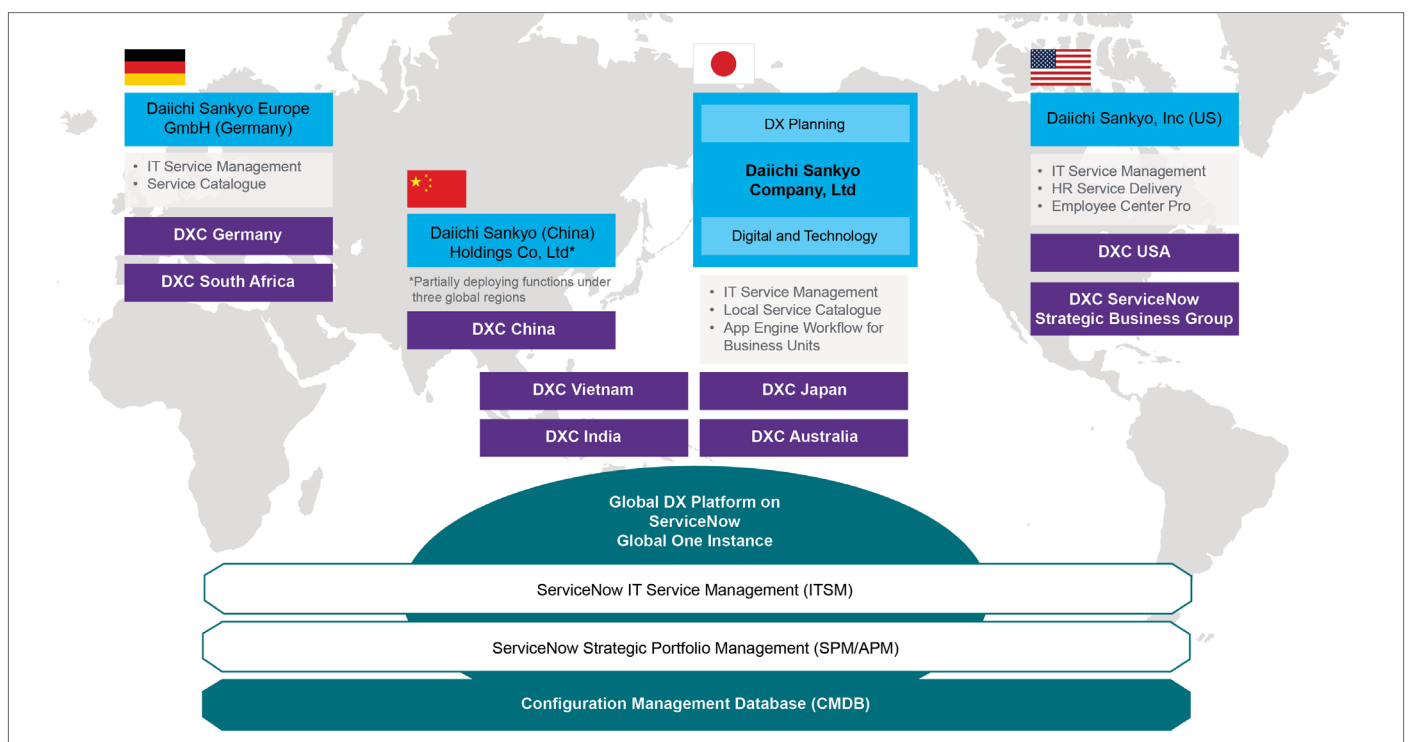
— **Yasuo Uesugi**,
Vice President, Digital Transformation Planning Department, Daiichi Sankyo Company, Limited

IT investment management to operational excellence

Daiichi Sankyo’s Digital Transformation Planning Department is responsible for aligning IT investments to business strategy. “Budget requests from each region are evaluated against their mid- and long-term strategies and the management of IT projects, a process previously managed in spreadsheets,” said Ueno. “The deployment of ServiceNow Strategic Portfolio Management (SPM) improved the process and made it more efficient. SPM enabled global DX members to summarize requests and work together to examine them. Furthermore, we immediately had visibility into the projects running simultaneously across regions.”

Originally planned for a single year deployment, after confirming the effectiveness of ServiceNow SPM, a new project was begun to promote it to the common global digital transformation platform.

“Knowing precisely how many IT assets are available now, and their lifecycle, is indispensable to accurately plan for future IT investment. With the launch of the Operational Excellence (OE) program, we started enhancing the ServiceNow Configuration Management Database (CMDB) which interoperates with SPM and other systems, with future Application Portfolio Management (APM) deployment in scope, so we can integrate multiple projects into one OE program and run a data-driven management process,” added Ueno.





Jansen Alexander
Director, DX Planning Group,
Digital Transformation Planning
Department, Daiichi Sankyo
Company, Limited

Jansen Alexander, Director of the DX Planning Group, Digital Transformation Planning Department, who leads the OE program, says, "This program establishes a consistent global process across budget management, asset management, business strategy and investment planning, with the goal of managing strategic IT investments that deliver competitive business outcomes. Maintaining and enhancing the CMDB data platform provides the foundation for driving digital transformation activities. Our goal is to establish suitable application portfolios and provide worldwide users with a better experience from these consistent activities."

Yamamitsu continues, "Since it is a data platform which aggregates various asset information, we have paid special attention to transparency of information from the onset of the SPM deployment."

Tachibana adds, "Experts from our global DXC ServiceNow Strategic Business Group were assigned to strengthen the team taking part in the OE program. Our world-class expertise in ServiceNow Strategic Portfolio

Management, Application Portfolio Management, and Configuration Management Database, has proved useful in aligning various business requests with IT governance and driving fit-to-standard needs."

"DX for DX" for data-driven management

Daiichi Sankyo is taking a two-axis approach in spreading the adoption of its global digital transformation platform. The vertical axis is expanding the global use of ServiceNow, while the horizontal axis focuses on more advanced operation through operational excellence.

Ueno explains further, "The OE program is a big step forward towards accomplishing a data-driven management process for the Digital Transformation Planning Department. Our challenge, 'DX for DX' is only made possible by the fact that ServiceNow is always readily available, with DXC supporting us to harness the full value of the platform. DXC has become an indispensable partner in our pursuit of global data-driven business processes."



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— **Tetsuhiro Ueno**,
Group Manager, DX Planning
Group, Digital Transformation
Planning Department, Daiichi
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After the project was put into operation, DXC teams from India and Australia joined to support the expansion of demands. Recently, the DXC China team also joined to expand ServiceNow deployments to China and Brazil — bringing the total to eight countries with DXC teams taking part in the project.

“Regional demand for ServiceNow deployments will continue to grow, and we anticipate more global support from DXC in the future,” says Yamamitsu.

As Daiichi Sankyo’s digital transformation project will transform the entire company globally, the role of the common platform is significant.

“Data-driven decision making and business processes are a requisite for Daiichi Sankyo to pursue its growth strategy,” says Uesugi. “In order to maximize the performance of our common global digital transformation platform, we expect a lot from DXC’s global capabilities as a ServiceNow expert. We are looking forward to their continued support as a valued Daiichi Sankyo partner.”

Learn more at
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About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world’s largest companies and public sector organizations trust DXC to deploy services to drive new levels of performance, competitiveness, and customer experience across their IT estates. Learn more about how we deliver excellence for our customers and colleagues at [DXC.com](https://dxc.com).