



BPS Opportunities in Pharmaceuticals Sector: 2015

**Market Analysis
Report Abstract**

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Who Is This Report For?

NelsonHall's "BPS Opportunities in the Pharmaceuticals Sector: 2015" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the pharmaceuticals sector
- Vendor marketing, sales and business managers developing strategies to target BPO service opportunities within the pharmaceuticals sector
- Financial analysts and investors specializing in the IT services and BPS sector.

Scope of the Report

The report is based on interviews with executives in the pharmaceuticals sector in the U.S., U.K., Continental Europe, and Asia Pacific.

The report analyzes the worldwide market for business process services (BPS or BPO) within the logistics sector and addresses the following questions:

- What are the principal business issues faced by organizations in the pharmaceuticals sector?
- What proportion of companies in the pharmaceuticals sector have cost savings planned and what level of cost savings are being targeted by process area?
- What customer experience initiatives are planned by companies in the pharmaceuticals sector?
- How important are emerging market initiatives to companies in the pharmaceuticals sector?
- How satisfied are companies in the pharmaceuticals sector with their current shared services capability by process area?
- What initiatives are companies in the pharmaceuticals sector taking to enhance their service delivery?
- To what extent are sourcing strategies companies in the pharmaceuticals sector shifting in favor of in-sourcing or BPO?
- Which potential BPS/BPO service provider initiatives are highly valued by companies in the pharmaceuticals sector?
- How do companies in the pharmaceuticals sector expect their spend on BPS/BPO to change over the next three years?
- Which processes will companies in the pharmaceuticals sector seriously evaluate for BPS/BPO in the near future?



Key Issues & Highlights

The overall emphasis within pharmaceutical companies is now predominantly on revenue protection and generation, rather than on cost reduction, with pharmaceutical companies highly dependent on breaking into new markets, particularly in emerging geographies. For example, the extent of emphasis on increasing revenues from emerging markets is high for approximately 90% of pharmaceutical companies.

While cost reduction is highly emphasized by only 40% of pharmaceutical companies, pharmaceutical companies are experiencing rising costs, particularly within drug discovery and trials, but also within wider support functions.

Accordingly, the role of BPO in the pharmaceuticals industry is to ensure that a company's support processes are as effective as possible (including providing the geographic support needed to ramp up in emerging markets), and also as cost-effective as possible.

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Report Length

56 pages, consisting of 7 chapters

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