

# XIAN JANSSEN

## COMPANY OVERVIEW

Xian Janssen Pharmaceutical Ltd. is one of the Janssen Pharmaceutical Companies of Johnson & Johnson. It is one of China's largest pharmaceutical companies and among the earliest multinational pharmaceutical companies to enter China simultaneous with the opening up of China's economy.

Since its establishment in 1985, Xian Janssen has been committed to providing Chinese patients with high-quality, innovative products that fulfill unmet medical needs in psychiatry, neurology, oncology, immunology, and gastrointestinal, fungal and infectious diseases.

Based on the company's Credo and spirit of caring, Xian Janssen has been an active corporate citizen, successfully implementing more than 50 cooperative projects in the areas of medicine, public health, medical R&D, and corporate social responsibility.

## COMPANY PROFILE

LOCATION	Beijing,China
EMPLOYEES	3000
INDUSTRY	Pharmaceutical
COMPETITOR	None
SOLUTION(S)	Service Cloud, Chatter
GO LIVE DATE:	12/2015 ( Phase I )    03/2016 ( Phase II )    01/2017 ( Phase III )



## CHALLENGE

## SOLUTION

## RESULTS

- Existing service request channels are diverse and lack unified platform management.
- Lack of systematic management of case classification and assignment process.
- Lack of knowledge base to support quickly solve business problems.
- Lack of real-time analysis tools.

- Integrate multiple channels service requests.
- Case level-to-level management and build automated case management process.
- The case assignment rule is based on different roles and product areas.
- The knowledge base manages medical documentation and common problem solving solutions,provides effective business support.
- Create a service request source channel report that counts the number of cases and length of the solution of each agent.

- Improved service request response speed.
- Improved case processing speed.
- Improved the matching rate of case and solution (knowledge base).
- Optimize overall business processes and organizations.
- The case upgrade time was shortened.
- Improved case resolution quality.
- More intelligent data analysis raises the case category analysis and resolution time data analysis.

# Salesforce has brought a boost to XIAN JANSSEN business operations

## NOTES

XIAN JANSSEN implementation scope:

- Case management
- Agent management
- Task&activity management
- Knowledge base management
- Document management
- Reports&dashboard
- System integration:Janssen Pro,Veeva Vault

## QUANTITATIVE RESULTS IF AVAILABLE

- The service request response rate increased by 40%
- Case processing speed increased by 55%
- The cases and solution (KB) matches up rate increased to 95%
- Case upgrade time was reduced by 45%
- Case resolution quality improved by 70%

# Solution Detail

## MORE DETAILS

Competitors of Salesforce engaged in sales cycle:	None
Previous technology replaced by Salesforce:	None
Salesforce products deployed:	Service Cloud
Customer Business Model (B2B, B2C, or Both)	B2B
Salesforce Product features:	Live Agent, CTI, Knowledge, etc.
If using Service Cloud, list use case (e.g. customer support, call center, field service, telesales, etc.)	Call center, Knowledge base
Integrations:	Janssen Pro, Veeva Vault
AppExchange Apps/Partners	None
Solution 'Go Live' date:	12/2015 ( Phase I )    03/2016 ( Phase II )    01/2017 ( Phase III )

# Sharing Guidelines

***These questions are required in order for your story submission to be accepted. Please answer these questions to the best of your ability.***

***We will not contact the customer without reaching out to you first.***

## SHARING USE CASE/SCENARIO:

Can Salesforce AEs share this story and overview slide in sales settings?	Y
Can Salesforce AEs mention the customer name in sales settings?	Y
Is this customer willing to act as a reference customer for prospects?	Y
Would the customer be willing to speak at Dreamforce or other events?	Y

## PARTNER INFORMATION

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