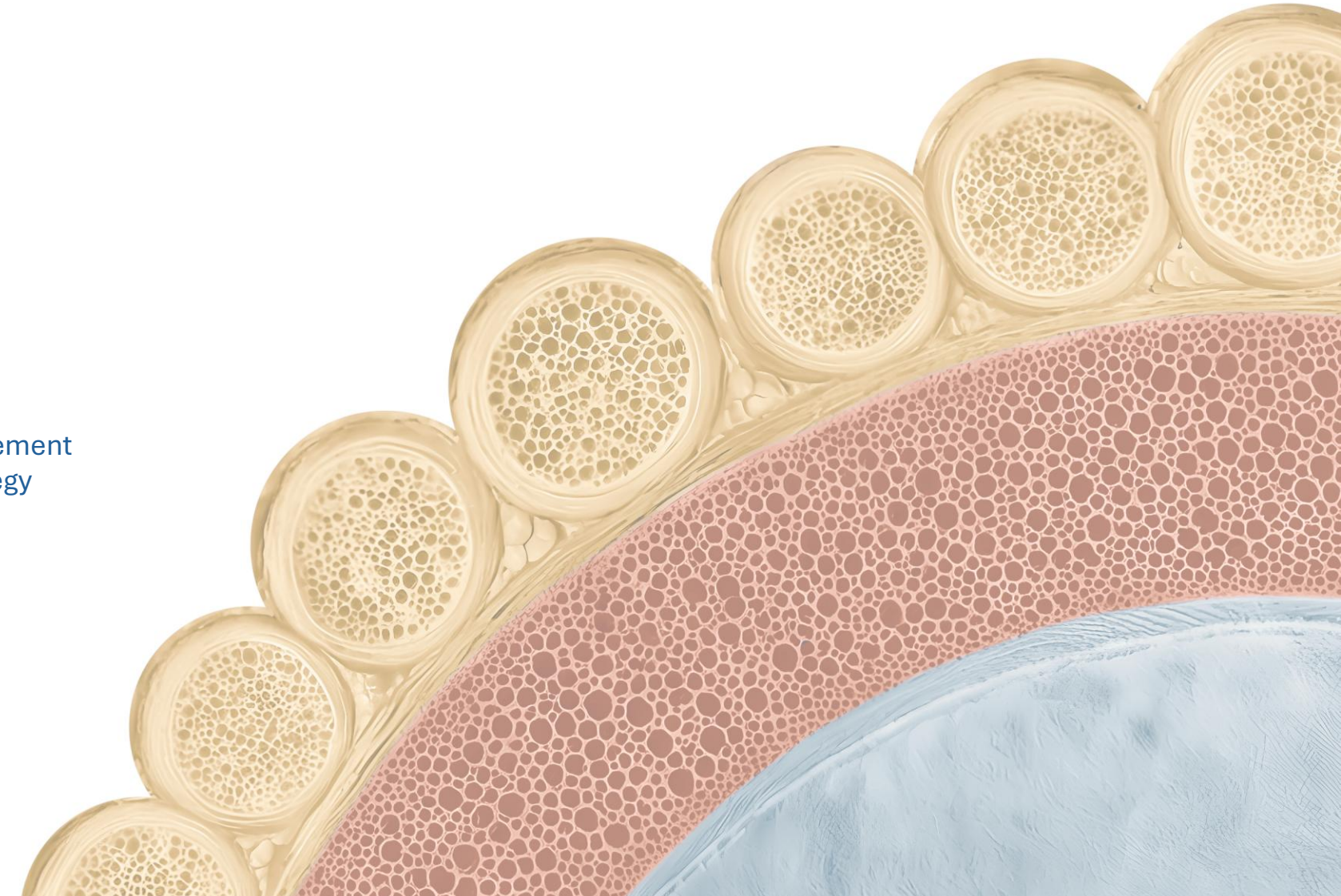
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Putting Science to Work

Supply chain management

Connected, intelligent and scalable procurement ecosystem aligned to Syngene growth strategy



Syngene: An Innovation-Led CRDMO Built for Supply Chain Excellence

Integrated discovery, development and manufacturing services for global pharma and biotech.

Who we are

Syngene is a leading innovation-led CRDMO delivering integrated discovery, development and manufacturing services to global pharmaceutical and biotechnology companies. Its supply chain excellence is driven by an end-to-end operating model, cGMP-compliant manufacturing facilities and world-class infrastructure — enabling efficient, reliable and scalable delivery from research through commercial supply.

A resilient, customer-centric supply chain ecosystem

- Integrated CRDMO model seamlessly connects discovery, development and manufacturing operations
- cGMP-compliant facilities, dedicated scientific teams and world-class infrastructure enable scalable delivery
- Long-term strategic partnerships with leading global pharma and biotech companies

400+
Active clients served globally

5 Mn+ sq. ft.
R&D and manufacturing infrastructure

cGMP
Compliant manufacturing facilities

End-to-end
Operating model, research to commercial supply

What this delivers
Higher operational efficiency • Stronger supply continuity • Improved cost effectiveness through integrated execution • High customer satisfaction

From research to commercial supply — one integrated CRDMO supply chain built for reliability, scale and customer trust.

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Source-to-Pay (S2P) Workflow

The strategic sourcing lifecycle from identifying a need to paying the supplier



Upstream – Strategic Sourcing

Award & Contracting

Downstream – Execution & Governance

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Procure-to-Pay (P2P) Workflow

The transactional execution engine — from purchase requisition to supplier payment

1 Purchase Requisition

Requester raises a demand (catalogue or free-text) with budget & cost centre.

2 Approval Workflow

Rule-based approvals by budget, category and policy thresholds.

3 Purchase Order (PO)

PO created and dispatched to the supplier on the network.

4 Order Confirmation

Supplier acknowledges PO, confirms quantity, price and delivery date.

5 Goods / Service Receipt (GRN)

Goods or services received and verified against the PO.

6 Invoice & Matching

2-way / 3-way match of invoice vs PO vs receipt.

7 Payment & Settlement

Approved invoice paid; posted to finance and closed.

Why P2P discipline matters for a CRDMO

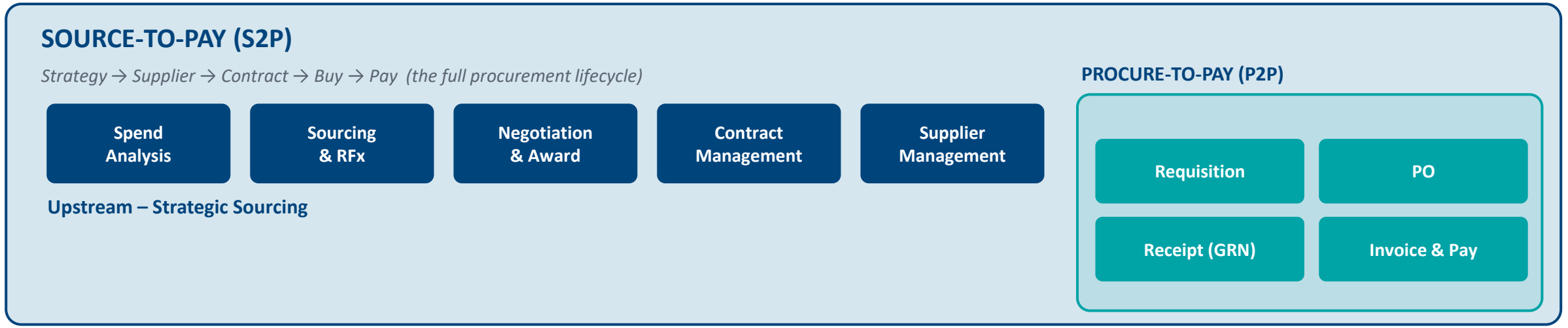
- Guaranteed compliance & audit trail for regulated (GxP) procurement
- Faster, error-free buying of reagents, consumables & services
- Real-time budget control and no maverick / off-contract spend
- Clean, on-time supplier payments → stronger supplier relationships

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Procurement Workflow — S2P vs P2P — How They Relate

S2P is the umbrella; P2P is the transactional execution engine that sits inside it



Dimension	Source-to-Pay (S2P)	Procure-to-Pay (P2P)
Scope	Full lifecycle: strategy, sourcing, contracting + P2P	Operational buying: requisition → payment
Focus	Value creation, cost, supplier & risk strategy	Efficiency, compliance, transactional accuracy
Owners	Category managers, sourcing, procurement leadership	Requesters, buyers, AP / finance teams
Key Question	“What & whom should we buy from, on what terms?”	“How do we execute & pay for the buy correctly?”

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Problem Statement: Pain Points to be Solved through digital initiative

Procurement growth outpaced legacy ways of working, creating operational friction across supplier management, sourcing efficiency and governance.

01 Fragmented supplier data

Multiple systems and manual workflows created a dispersed supplier information landscape.

02 Limited spend visibility

Leadership and category teams lacked a single source of truth for transparent spend insights including maverick spend visibility.

03 Longer sourcing cycles

Manual hand-offs and approvals elongated sourcing cycle times and reduced agility.

04 Administrative effort

Reconciliation, communication follow-ups and manual data correction increased workload.

05 Compliance & governance risk

High-volume, multi-geography operations required tighter audit controls and policy enforcement.

06 Scalability constraints

Growth in transactions, purchase orders, GRNs and invoices increased complexity of operations.

Core need **A digitally connected procurement ecosystem to support scale, governance and data-driven decision-making across procurement operations.**

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Digital Initiatives Across the Supply Chain

End-to-end coverage — how Syngene's digital initiatives, led by SAP Ariba, deliver visibility, intelligence and automation at every stage of the supply chain



Plan	Source	Procure	Receive & Store	Validate (GxP)	Fulfil	Pay
Inventory, DPO & payment-term dashboards → ERP	SAP Ariba – SLP & Strategic Sourcing	SAP Ariba – Guided / Snap Buying & PO	Extended WMS module (SAP HANA)	MPN renewal auto-reminder system	WMS-driven movement to labs & mfg	DPO & payment-term dashboards → ERP
Central SCM monitoring via data lake	AI supplier risk intelligence (category-driven)	Supplier Collaboration (SCC)	Extended stock visibility	AI GxP validation – early & late stage	Real-time visibility via dashboards	SAP Ariba invoicing
	AI based chemical identification	AI chatbot query resolution	Integrated with SAP Ariba	AI chemical identification		

SAP Ariba | SCM Dashboards & Data Lake (ERP) | Extended WMS – SAP HANA | AI Risk Intelligence & Chatbot | MPN Renewal & GxP AI Agent

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Strategic Context & Business Drivers for digital procurement

As Syngene scaled global research, development and manufacturing operations, procurement became a strategic business capability — directly influencing continuity, quality, compliance and customer delivery.

Business scale-up

Expansion across global R&D and manufacturing increased procurement volume, supplier complexity and need for faster sourcing decisions.

Supplier ecosystem resilience

Large supplier, service provider, technology partner and contract manufacturer network required stronger lifecycle management and performance visibility.

Digital transformation vision

A connected procurement backbone was envisioned to provide real-time visibility, automated workflows and supplier collaboration.

Growth strategy alignment

SAP Ariba was selected to support scalable, cloud-native and enterprise-wide procurement operations under Synovate.

Strategic intent: Transform procurement from fragmented transaction processing into an intelligent, collaborative and analytics-led business function.

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The Innovation: SAP Ariba Technology Components

SAP Ariba introduced intelligent, data-driven capabilities that elevated procurement beyond transactional processing.

Predictive insights & smart recommendations

Supplier selection, sourcing optimization and spend visibility supported through analytics-led insights.

Guided buying & automated workflows

Simplified user experience, policy-aligned buying and reduced manual intervention.

Unified dashboards & analytics

Single source of truth across leadership, category managers and operations, reducing communication gaps and data errors.

Outcome: Greater transparency, control and agility for high-volume, multi-geography procurement operations.



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Scale of Deployment: Users, Transactions & Geography

The SAP Ariba rollout was executed as a structured two-wave implementation over six months, balancing enterprise governance with minimal business disruption.

Wave 1

Foundation & core modules

Wave 2

Adoption, integrations & scale

Modules deployed

SLP, Strategic Sourcing, Snap Buying and SAP Business Network Supplier Collaboration (SCC).

Enterprise integration

SAP ECC, finance and supplier master systems integrated to create a unified procurement backbone.

Standardized workflows

Global process standardization with flexibility for regional business needs.

Adoption enablement

Guided buying, role-based dashboards and embedded analytics within user workflows.

Supplier scale

Designed to support 1,800+ suppliers onboarded and ongoing transaction growth.

Operations footprint

Built for high-volume, multi-geography procurement operations across Syngene's ecosystem.

Deployment principle: Standardize where possible, localize where required, and scale through a connected procurement backbone.

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Governance & Responsible AI: Secure by Design



The program embedded governance, security and compliance controls to ensure resilience, accountability and trusted enterprise usage.

Role-based access controls

Least-privilege access aligned to procurement roles and responsibilities.

SSO & secure authentication

Single Sign-On compliant with latest ISO/IEC standards for enterprise systems.

Layered architecture

Designed for high availability, low latency, scalability and reduced redundancy.

Change governance

CAB established to evaluate and approve change requests under controlled governance.

Ticketing management

Primary tool for CR tracking, workflow transparency and lifecycle management.

Security & audit compliance

Aligned with corporate IT and regulatory standards to safeguard data integrity and privacy.

Governance outcome: stronger compliance, transparent change lifecycle and secure, scalable procurement operations.

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Building Supply Chain Resilience Against Disruption

Syngene has moved from a largely transaction-focused procurement model to a digitally enabled, risk-aware and multi-supplier ecosystem that protects continuity through material shortages and logistics disruption.

Connected, risk-aware procurement backbone

- SAP Ariba connects supplier lifecycle management, strategic sourcing, guided buying and supplier collaboration into a single procurement backbone.
- Better visibility of supplier data, spend, contracts, purchase orders and performance.
- Supply risks identified earlier, sourcing decisions made faster, and continuity maintained for critical research, development and manufacturing inputs.

Alternate supply for material shortages

- Expanded supplier discovery and qualification, with stronger alternate supplier development.
- Increased focus on domestic sourcing for selected catalog chemicals, consumables and operational inputs.
- Screening against quality, GxP, financial and risk criteria lets alternates be activated without compromising compliance or scientific delivery standards.
- Demand aggregation and spend visibility help category teams anticipate requirements and improve negotiation and availability.

Multi-partner logistics and route flexibility

- A multi-partner freight and logistics model adopted to address geopolitical pressures and logistics disruption.
- Alternate logistics partners, shipment re-routing options and alternate airline choices.
- Reduced dependency on any single route, partner or geography.
- Project timelines protected during trade restrictions, port congestion, route changes and freight volatility.

Resilience outcome: earlier visibility of supply risk, qualified alternate suppliers ready to activate, and route flexibility keep critical inputs flowing without compromising GxP compliance or project timelines.

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Business Impact: Baseline → Current State → Improvement

SAP Ariba delivered measurable enterprise impact by moving procurement from manual, fragmented processes to automated, governed and analytics-enabled workflows.

10–15%

Cycle time reduction

Guided sourcing and workflow automation reduced sourcing turnaround time.

4–6%

Cost effectiveness

Improved sourcing discipline and visibility supported better value realization.

100%

User adoption

End-to-end usage across procurement teams established consistent ways of working.

E-Catalogue

Self-service buying

Catalogue-enabled procurement, reduced dependency on manual interventions.

Audit

Controls

Automation strengthened compliance, governance and traceability.

Baseline

Manual workflows
Fragmented supplier and spend data
Higher admin effort

Current State

Connected SAP Ariba ecosystem
Automated workflows and dashboards
Supplier collaboration enabled

Improvement

Faster sourcing
Better cost effectiveness
Stronger compliance and resilience

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The Benefits SAP Ariba Delivers

From fragmented, manual procurement to a connected, intelligent and governed ecosystem

End-to-End Visibility

Single source of truth across sourcing, contracts, POs, receipts and invoices — real-time spend and supplier insight.

Faster Sourcing Cycles

Guided sourcing, e-auctions and automated workflows compress sourcing turnaround time.

Cost & Savings

Competitive e-auctions, catalogue pricing and off-contract spend control improve cost effectiveness.

Guided, Compliant Buying

Policy embedded in guided buying — right item, right supplier, right price, every time.

Supplier Collaboration

SAP Business Network connects suppliers for PO, order confirmation, ASN and invoice collaboration.

Supplier Quality & Risk

SLP-driven qualification, scorecards and risk monitoring — critical for GxP / regulated supply.

Automation & Fewer Errors

Touchless 3-way match and automated invoicing reduce manual effort and payment errors.

Governance & Audit

Role-based access, approval controls and full audit trail for regulated procurement.

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Developing and Managing Supplier Relationships

A structured supplier lifecycle model spanning strategic sourcing, qualification, onboarding, performance management and continuous governance — covering localisation, vendor development and sustainability expectations.

Supplier lifecycle and governance

- Strategic sourcing, qualification, onboarding, performance management and continuous governance in one lifecycle model.
- SAP Ariba holds supplier data, documentation, contracts, purchase activity and performance inputs in a connected digital environment.
- Evaluation goes beyond price to quality, delivery reliability, compliance readiness, service responsiveness, risk profile and support for regulated operations.

Vendor development and localisation

- Structured qualification with technical and quality alignment.
- Commercial evaluation, onboarding support and regular performance reviews.
- Ensures suppliers can scale with Syngene's growing R&D and manufacturing requirements.
- Supports localization by developing capable partners closer to operations.

Sustainability and responsible sourcing

- Expectations embedded in supplier governance via compliance checks, documentation controls, audit readiness, ethical conduct, regulatory alignment and risk-based monitoring.
- Critical and regulated categories reviewed for quality systems, safety, statutory compliance and continuity capability.
- Performance data from digital workflows helps teams identify improvement areas, engage suppliers proactively and drive corrective actions.

Partnership outcome: stronger, more transparent and more resilient supplier partnerships — enhanced quality, improved responsiveness, supported localization, strengthened compliance and long-term collaboration for operational excellence, business continuity and sustainable growth.

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Key Achievements: Last 10–12 Months

Delivered, measured and recognized — SAP Ariba under the Synovate digital transformation journey.

01 Transformation delivered

- SLP, sourcing, guided buying and supplier collaboration on one platform
- Integrated with SAP ECC and finance
- Manual, fragmented processes retired

02 Value realised

- Automated policy controls strengthened compliance
- Catalogue and guided buying cut manual effort
- Dashboards sharpened category decisions

03 Recognition earned

- Internal benchmark for digital procurement excellence
- Technology, governance and change management combined
- Recognized for adoption, scalability and measurable value

SAP Award — “Excellence in Digital Procurement Transformation” for the SAP Ariba implementation

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