

CUSTOMER STORY

# Pharmaceutical company automates rebate claim verification

**3,000**

rebate claim records  
processed each month

**20**

minutes to run the  
end-to-end process

**6**

dealers (distribution  
partners) automated

# The customer

The customer is a global pharmaceutical organization with operations in more than 60 countries and a workforce exceeding 30,000 employees. As one of the largest players in the life sciences sector, the company delivers a broad portfolio of innovative, life-saving treatments.

With a strong focus on quality, compliance, and patient-centricity, the organization collaborates with a wide network of distributors and partners to ensure access to essential medications across diverse healthcare markets.



# Challenge:

## data disparity

The customer needed to verify rebate claims submitted monthly by a wide range of distribution partners, each operating under unique agreements and providing data in varying formats. This created a complex, time-consuming reconciliation process that demanded manual effort to interpret, transform, and validate each individual file.

With every dealer using different structures and rebate rules, the process lacked standardization and required multiple manual instances of essentially the same task. Adding new dealers further compounded the complexity, making scalability a significant hurdle. The entire operation was also highly reliant on the knowledge of specific team members, posing risks related to accuracy, consistency, and business continuity.



# Solution:

## consolidation and verification

To overcome the complexity and inefficiency of its rebate verification process, the pharmaceutical company implemented Solvexia. Solvexia was configured to collect, consolidate, and validate rebate claims from multiple distribution partners, each of whom supplied data in different formats and structures.

Instead of managing multiple manual workflows, the organization could now operate a single, streamlined process that produced a consistent data output across all partners. The system was designed to be easily maintained by the business, allowing new dealers to be added in minutes and enabling smooth handovers between team members.

# Results:

## consistent claim validation

With Solvexia in place, the company transformed its rebate verification process into a highly efficient, automated workflow. Around 3,000 rebate claim records are now processed each month in under 20 minutes, with more than 160 steps fully automated.

The solution was initially configured in less than 10 days and is already supporting six dealers, with the ability to easily scale to accommodate additional partners. The business now benefits from Excel-based validation reports that provide transparency and accuracy, significantly reducing reliance on manual effort and specialized staff knowledge. The result is a faster, more reliable, and future-proof rebate verification process.

### About Solvexia

Solvexia is a low-code platform that automates spreadsheet-driven data preparation and manual processes. It enables finance to free up their time by running processes 100x faster with 98% fewer errors, allowing businesses to reallocate essential resources to value-added work.

Finance and accounting teams choose Solvexia to unify data from systems and spreadsheets and automate their processes without involvement from IT. Its drag-and-drop interface makes it fast to deploy and easy to learn. Solvexia combines and manipulates data, performs calculations and creates interactive reports, analytics and smart dashboards for richer insights for your stakeholders.

You can leverage Solvexia to automate hundreds of processes for your company, including reconciliations, revenue and expense reporting, regulatory compliance, rebate management and much more.