

# LDC Commercial Adopt Manager Customer Ordering and Billing APMAJC

Job ID  
REQ-10016434  
Sep 03, 2024  
Malaysia

## Summary

Location: #LI-Hybrid

About this role:

On the journey to become leader in the industry for digitalization, Novartis has started a program called Lean Digital Core (LDC)!

Teams around Commercial, Finance, Procurement and Operations are building the future with a focus on migrating from a sophisticated legacy ERP platform to the newest version of S4HANA along with implementing other digital tools to improve our processes!

The Commercial Adopt Manager- Customer Ordering and Billing will help drive the preparation, adoption, deployment and go-live of the Lean Digital Core (LDC) solution in countries, with focus on Commercial Ordering, Fulfillment and Invoicing.

Working together with country teams, you will be accountable for oversight and delivery of all country-driven activities, including people to profile mapping, planning and execution of User Acceptance Testing, Training, Data Conversion, Cutover and Hypercare. You will partner with Solution Design, Enablement (e.g. Data Conversion, Cutover) and IT Experts to ensure successful delivery and adoption of the solution.

## About the Role

**Your Responsibilities:**

### **Your responsibilities include, but not limited to:**

- Support repeatable and scalable deployment of LDC Releases of functional business processes.
- Drive in-country business process deployment activities in close collaboration with functional team members to ensure aligned understanding & implementation of agreed release scope.
- Outline, assign and coach required resources for successful deployment in-country for successful delivery.
- Support Adopt Lead to ensure smooth interaction of expertise areas & activities above country.
- Ensure consistency to LDC template and agreed LSTRs in Deployment process area.
- Support risk management & mitigation of business implementations together with Business or Function

- Process Lead, including oversight over locally triggered projects.
- Engage with internal stakeholders on functional & deployment deliverables.
- Support user acceptance testing to enable local organization acceptance and support for positive “Go” decision.
- Facilitate robust teamwork between Functional and Business experts to achieve balanced process solutions.

### **Key performance indicators:**

- Successful on time adoption of LDC Core Solution by countries in APMA, Japan and China

### **What you'll bring to the role:**

- Bachelor's degree in Finance, Information Technology or related fields. Master's degree preferred.
- English Proficiency. (Other languages are added value)
- Strong project delivery experience (PMP, CSM certifications a plus)
- Relevant demonstrated ability in either an operational or system support role covering the following processes: Customer Service, Customer Ordering, Customer Billing, Credit Note Management, Returns, Supply Chain, Delivery Management, Order to Invoice
- Prior experience with SAP
- Solid understanding of operational and financial controls (e.g. SOX)
- Experience with Software Development Lifecycle methodologies (e.g. Agile) and Computer System Validation (CSV) processes

### **Why Novartis?**

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us!

Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

### **Commitment to Diversity and Inclusion:**

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

**Join our Novartis Network:** If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>

**Why Novartis:** Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

**Benefits and Rewards:** Read our handbook to learn about all the ways we'll help you thrive personally and

professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

Operations

Business Unit

CTS

Location

Malaysia

Site

Selangor

Company / Legal Entity

MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)

Alternative Location 1

Dubai, Utd.Arab Emir.

Alternative Location 2

Hyderabad (Office), India

Alternative Location 3

New South Wales (NSW), Australia

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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6. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/Selangor/LDC-Commercial-Adopt-Manager-Customer-Ordering-and-Billing-APMAJC\\_REQ-10016434-1](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Selangor/LDC-Commercial-Adopt-Manager-Customer-Ordering-and-Billing-APMAJC_REQ-10016434-1)