



CEO Conference 2026

Marbella | Spain

15th March - 16 March 2026

# Gaining International Recognition

Dominique De Vos, Global Solution Manager

March 16, 2026

CONFIDENTIAL

# How to become MS Global Partner of the Year?



 cegeka |  Microsoft

**Winner**  
**Partner of the  
Year Awards**

Dynamics 365 Supply Chain Award

# How to become MS Global Partner of the Year?

## **Cegeka recognized as the winner of 2025 Microsoft Dynamics 365 Supply Chain Partner of the Year**

Cegeka is pleased to announce it has won the Global Dynamics 365 Supply Chain 2025 Microsoft Partner of the Year Award. Microsoft honored Cegeka for its outstanding innovation and execution of industry solutions that drive business success, powered by Microsoft Dynamics 365 Supply Chain, the end-to-end platform that optimizes planning, production, inventory, and logistics.



# Cegeka's proven approach for the Pharma & Life Sciences industry

May 2025



01

## Who is Cegeka

02

## Pharma & Life Sciences industry

Addressable market

Trends & challenges

03

## Cegeka Pharma & Life Sciences for Dynamics 365



# Company Figures

**1.384**

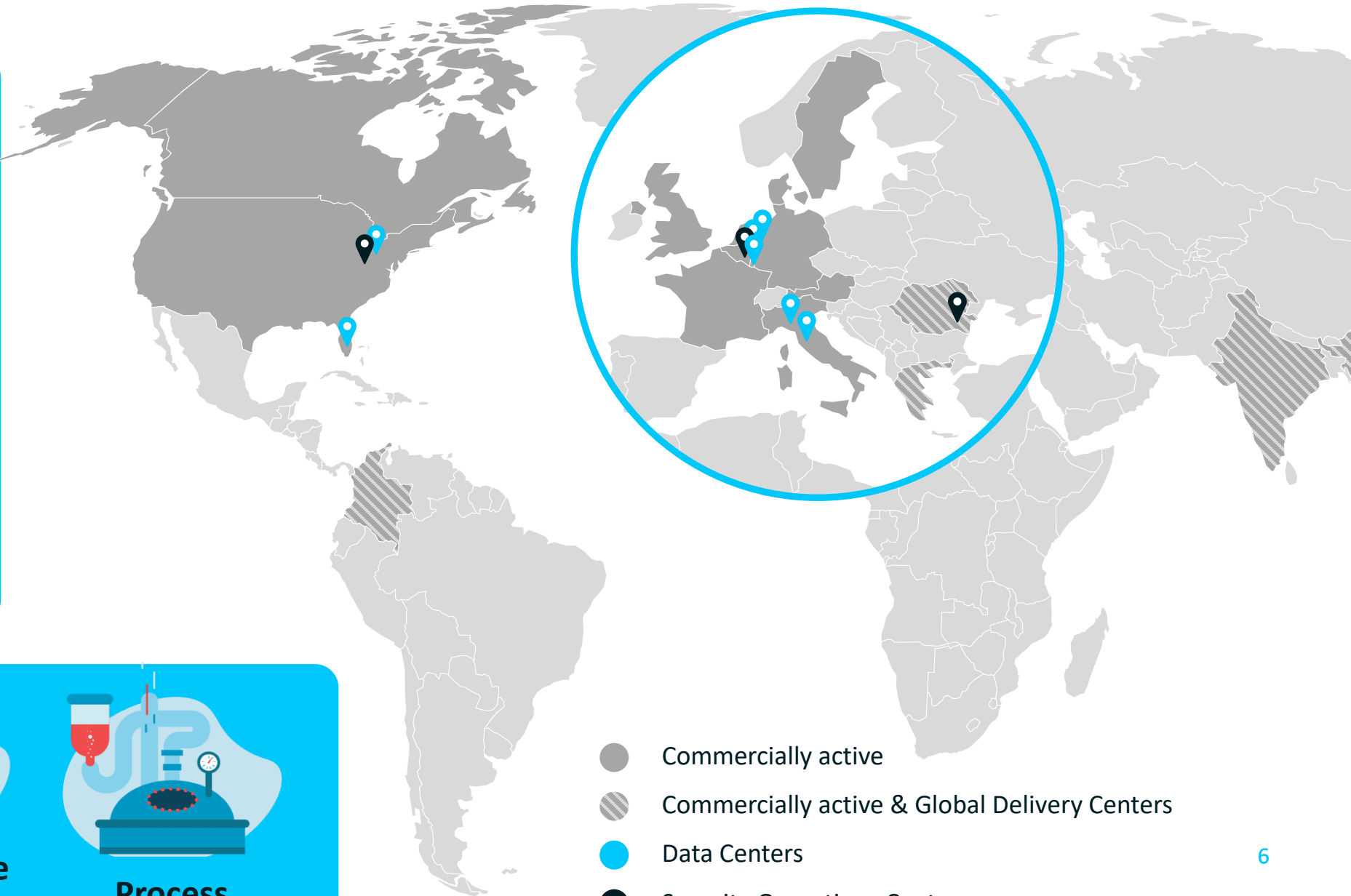
Million EUR Turnover

**10.000**

engaged employees 2024

**1992**

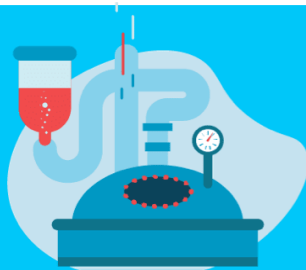
Founding date of our family-owned company



**Food**



**Pharma & Life Science**



**Process**

- Commercially active
- ▨ Commercially active & Global Delivery Centers
- Data Centers
- Security Operations Centers

# How this translates to our broad portfolio



**10** High Tech  
Datacenters



**17**  
Countries



**10.000+**  
People in 2024



## Modern Apps

Software Engineering

DevSecOps

Testing

Platforms & Integration

Microsoft Dynamics 365

Industry SaaS Solutions



## Cyber Resilience

Secure Networking

Modern SOC

Security Assessments

Identity & Access Mgmt

Privileged Access Mgmt



## Data & AI

Data Engineering

Data Platforms

Business Intelligence

Predictive Analytics

AI & Machine Learning



## IT Infrastructure Management

Hybrid Cloud

IT Service Mgmt

Digital Workplace

Platform Engineering



## Connectivity

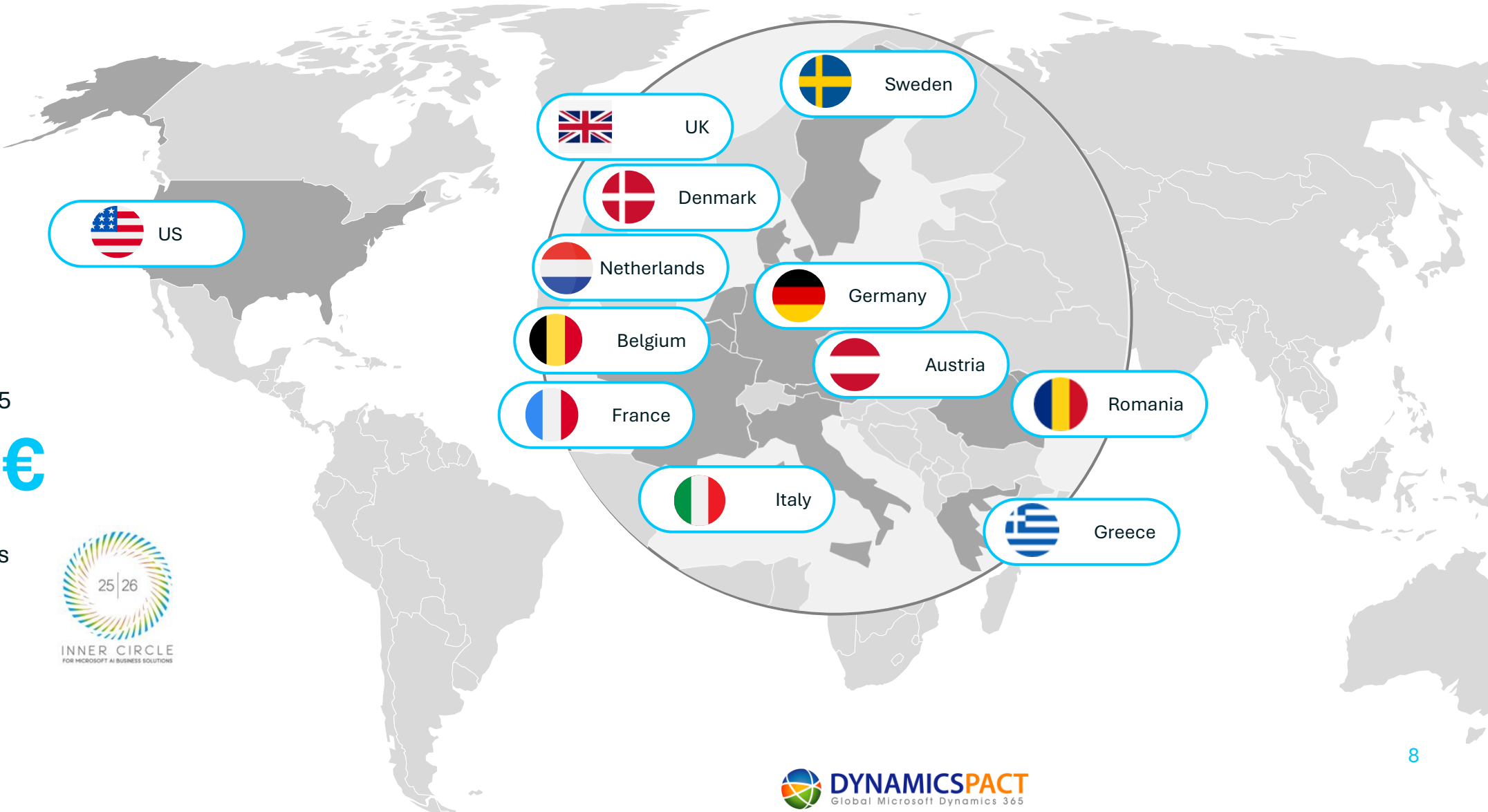
5G Mobile (Private) Networks

WiFi-as-a-Service

IoT

SD-WAN

# Business Applications



 Budget 2025

**130m€**

 Consultants

**+850**





# Portfolio Business Applications

Industry filters: Cegeka Field Sales App, Food, Wholesale & Distribution, Projects & Services, Pharma & Life Sciences, Chemicals, Manufacturing

**CRM** | **ERP**

**Copilot**

- Sales
- Customer Insights
- Field Service
- Customer Service
- Business Central (Midsize Companies)
- Finance & Operations (Enterprise Companies)
  - Supply Chain Mgmt.
  - Finance
  - HR
  - Project Operations

Power Platform (Low code development), Power Apps, Power Automate, Power Pages, AI Builder, Copilot Studio

 **Azure** Global cloud infrastructure & services  
*Identity, integration, security, management & compliance*

# Microsoft Partner

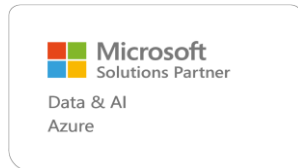


## Inner Circle partner for Microsoft Business Applications



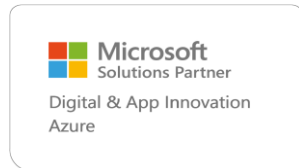
## Solutions Partner for Microsoft Cloud

Cegeka has earned a solutions partner designation in all six solution areas



### Data & AI

- Analytics
- AI and Machine Learning
- Infra and Database Migration



### Digital App & Innovation

- AI and Machine Learning
- Low Code Application Development



### Business Applications

- Low Code Application Development
- Supply Chain
- Finance
- Sales



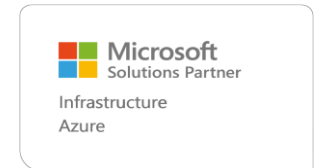
### Modern Work

- Adoption and Change Management
- Meetings and Meeting Rooms for Microsoft Teams
- Calling for Microsoft Teams
- Modernize Endpoints



### Security

- Cloud Security
- Identity and Access Management
- Information Protection and Governance
- Threat Protection



### Infrastructure

- Infra and Database Migration

- 01 Who is Cegeka
- 02 **Pharma & Life Sciences industry**  
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- 03 **Cegeka Pharma & Life Sciences for Dynamics 365**

# Target industry verticals



**Pharma  
manufacturing**



**Contract  
manufacturing (CMOs)**



**Biotech/  
biopharma**

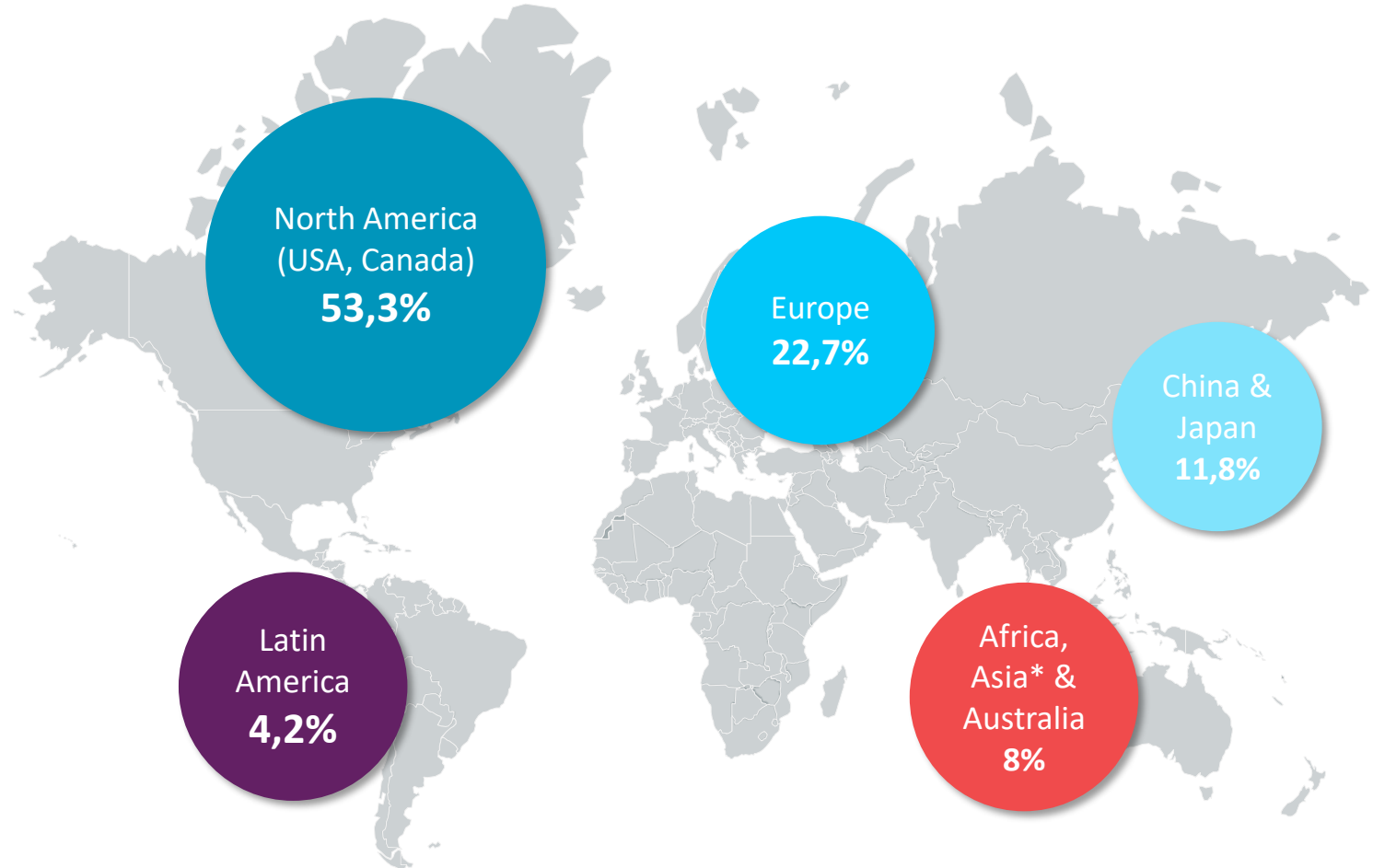


**MedTech**

# The world's fast-growing market

The world pharmaceutical (prescription) market was worth an estimated €1,062,707 million at ex-factory prices in 2021.

Europe accounted for 23.4% of the global market.



\*Excluding China & Japan

*The Pharmaceutical Industry in Figures: Key Data 2022. EFPIA, 2022.*

*Note: Europe includes Belarus, Turkey, Russia and Ukraine.*

*Source: IQVIA (MIDAS) Q4 2021 MAT, May 2022; data relate to the 2021 global retail and hospital pharmaceutical market (prescription only) at ex-factory prices.*

# US Pharmaceutical Market Forecast Spend (\$M) in ERP/SCM/CRM applications

**11.6%**

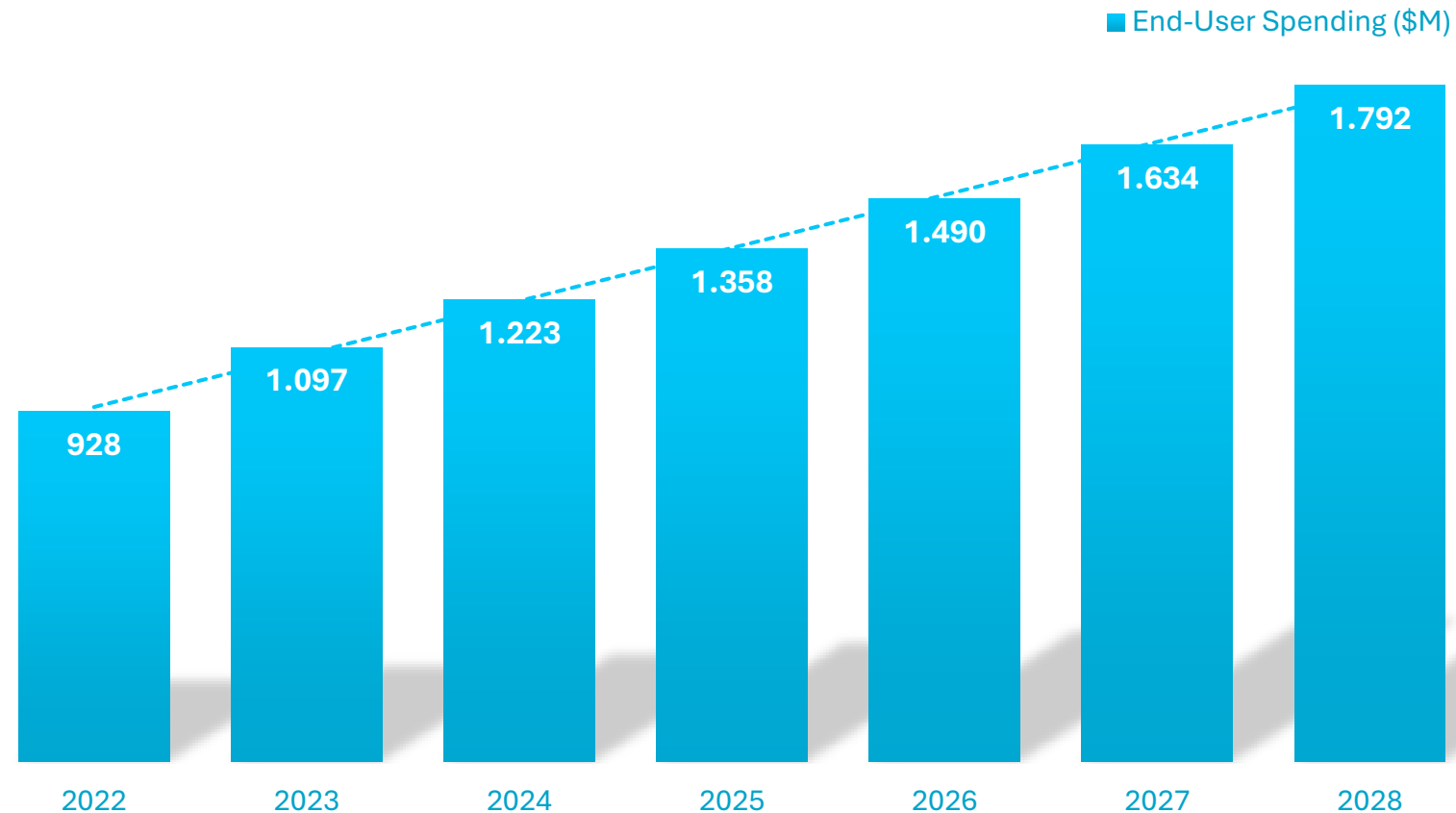
Avg growth rate (ERP spend)

**1,223 \$M**

2024 market size <sup>1</sup>

**50%**

Global market share





# EU Pharmaceutical Market Forecast Spend (\$M) in ERP/SCM/CRM applications

**4.3%**

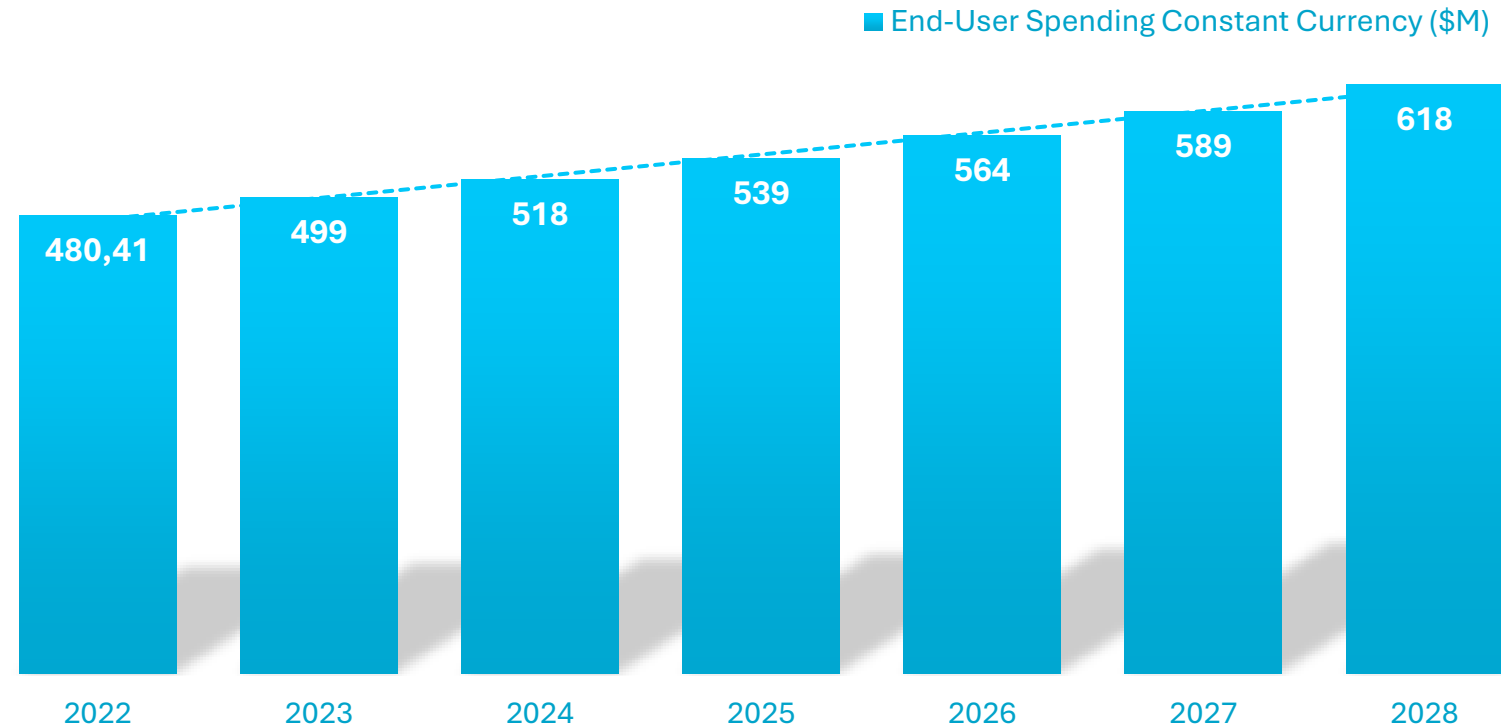
Avg growth rate (ERP spend)

**518 \$M**

2024 market size

**16%**

Global market share



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# What's shaping the pharma sector today

91%

## COMPLIANCE FIRST

Ensure compliance & minimize risks were pointed as the most critical outcomes of digital technology investments.<sup>1</sup>

61%

## DISRUPTED SUPPLY

Panic buying and stockpiling are no longer edge cases – they're now ranked as the top supply chain threat by 61% of leaders.

47%

## REPUTATIONAL RISK

One in two executives now cite reputation as a top risk. In a world of instant visibility, a single compliance breach can erase years of trust.<sup>2</sup>

1. 2025 CIO Agenda: Benchmark Top Priorities and Technology Plans Across Industries, Gartner.

2. WTW Global Survey, Global life science risk report 2024

Global expansion

43%

Pharma companies are focusing on broadening their global presence over the upcoming two years.<sup>1</sup>

# The strategic priorities behind successful growth in pharma



## **OPERATE WITH AGILITY AND EFFICIENCY**

By improving production efficiency and responding faster to supply chain disruptions, material variability, and batch deviations.



## **BOOST INNOVATION AND PRODUCT DEVELOPMENT**

By unlocking insights across R&D and manufacturing to accelerate tech transfer and process optimization with full data integrity.



## **PROTECT AGAINST EVOLVING THREATS**

By protecting critical infrastructure and ensuring system uptime through solid disaster recovery, strong cybersecurity practices, and verified IT environments.



## **BE AUDIT-READY**

By embedding validation throughout the lifecycle to streamline audits, reduce documentation burden, and maintain regulatory readiness.

While ensuring compliance with global regulations

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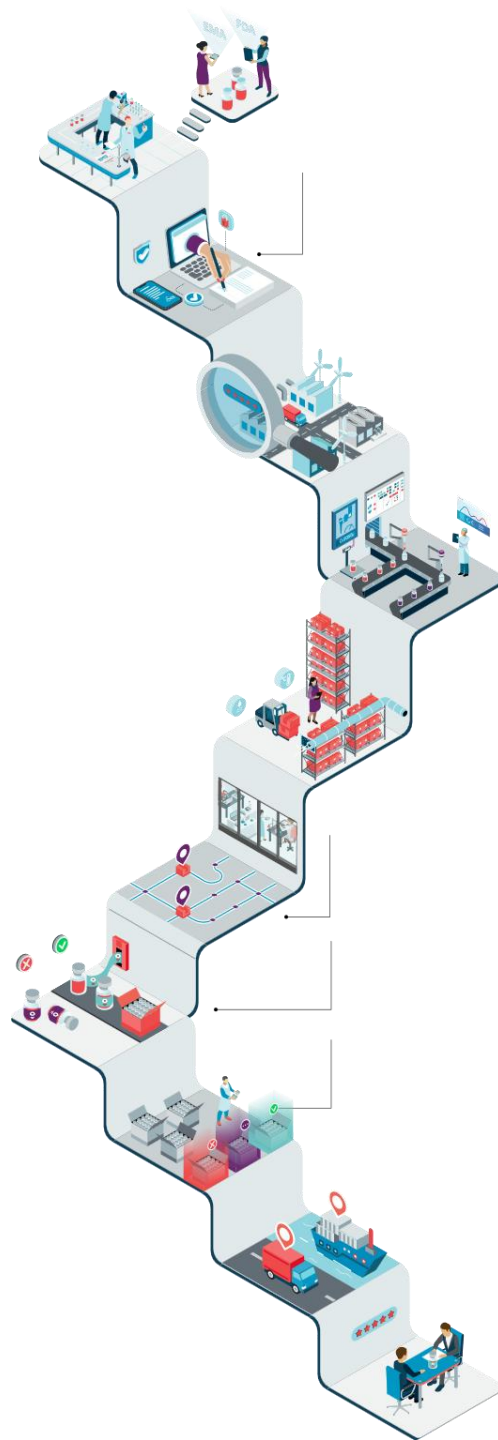




Scaling within the pharma & life sciences industry goes beyond growth - it demands a solid foundation built on **compliance, security, and operational excellence.**

# CEGEKA PHARMA & LIFE SCIENCES

AN END-TO-END SOLUTION  
DESIGNED  
FOR THE UNIQUE  
CHALLENGES OF LIFE  
SCIENCE ORGANIZATIONS



Combining industry best  
practice processes with a  
continuously compliant  
business software, insights  
and a verified methodology

# Faster deployment and quick time to value

Built on industry best practices, **Cegeka Pharma & Life Sciences** delivers an industry framework designed to:

- ✓ streamline project implementations
- ✓ reduce the need for customizations
- ✓ accelerate customer adoption

-> **INDUSTRY ACCELERATOR APPROACH**

## Industry template

> Fully documented business processes and documented methodology with pre-configured environments

## Verified for use in pharma & life sciences

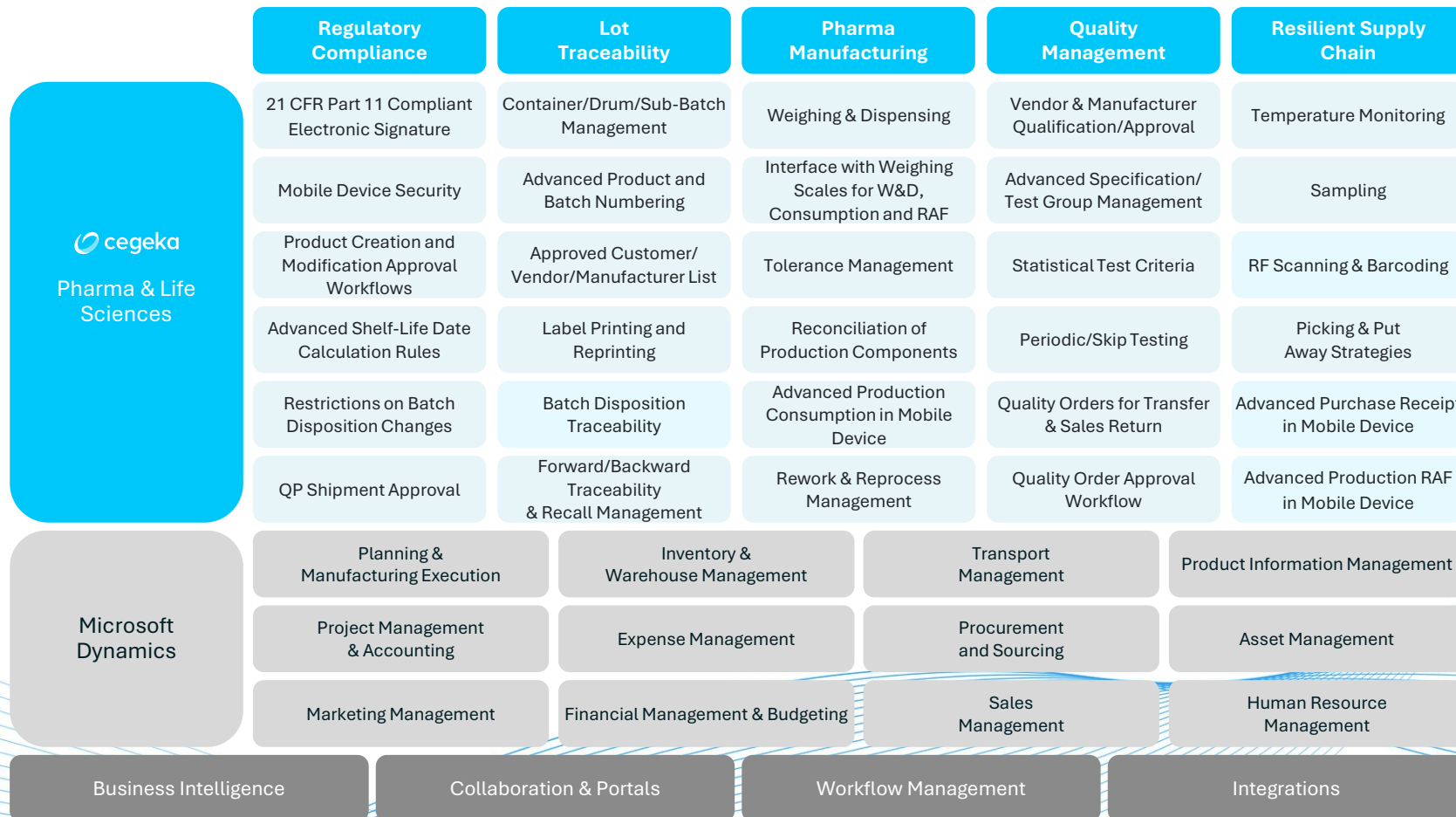
> External verified solution and project methodology by Microsoft and independent software validation company (EPISTA Life Science)

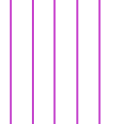
## System validation

> considered in every phase of the project and fully aligned with GAMP5 recommendations.

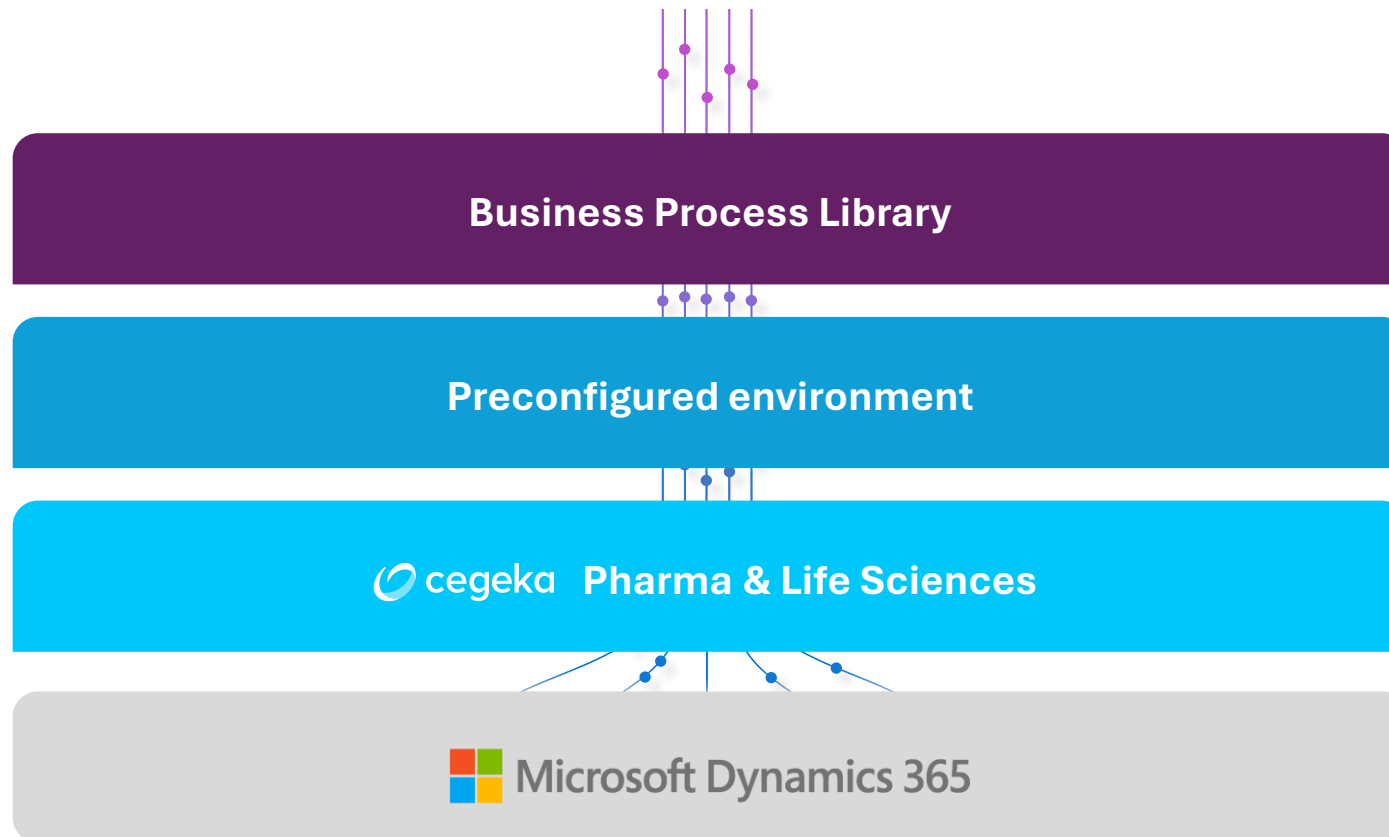


# Drive Industry-specific Processes with *Cegeka Pharma & Life Sciences for Dynamics 365*





*Cegeka Pharma & Life Sciences for Dynamics 365*  
combines industry best practice processes with a continuously compliant  
business software



# Start from a Business Process Library



Business Process Library

Preconfigured environment

cegeka Pharma & Life Sciences

Microsoft Dynamics 365

The screenshot displays two main process views within the Mavim software interface:

- Produce Goods:** A vertical flowchart showing the sequence: Weighing & Dispensing, Reconcile Production Components, Start Production Order, Register Resource Consumption, Register Material Consumption, Register Produced Goods, Produce Goods by Subcontractor, and Follow-Up Production Orders. The left sidebar categorizes these into Process Library, Operating Process Areas, Manufacturing, Process Manufacturing, and Produce Goods.
- Weighing & Dispensing:** A detailed process flowchart showing the steps from material reservation to final weighing and dispensing, including sub-processes like 'Process specific setup' and 'Dispensing process'.

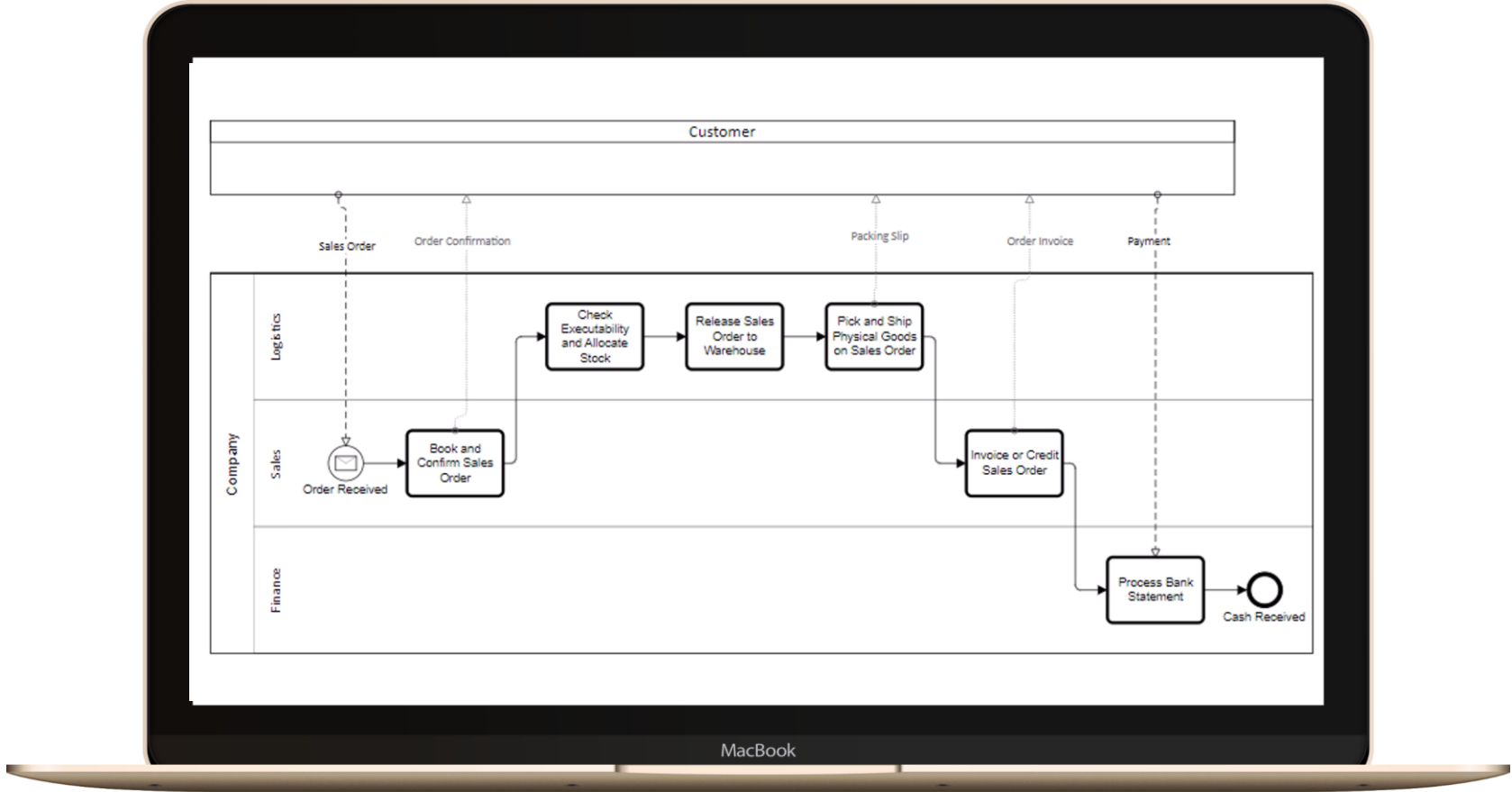
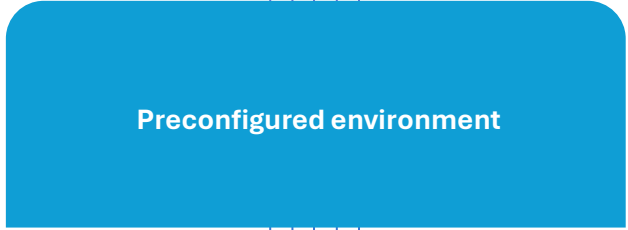
Additional elements in the screenshot include:

- Navigation Panel:** A search interface for documents with a tree view showing prerequisites and setup steps.
- 1 Prerequisites and Setup:** A section detailing prerequisites for production orders, such as 'A production order has been created, estimated, scheduled and released' and 'The production order has been released to warehouse'.
- 1.1 Prerequisites:** A list of specific prerequisites for weighing and dispensing activities, including 'Must have a Tracking dimension group' and 'Must have a Reservation hierarchy'.

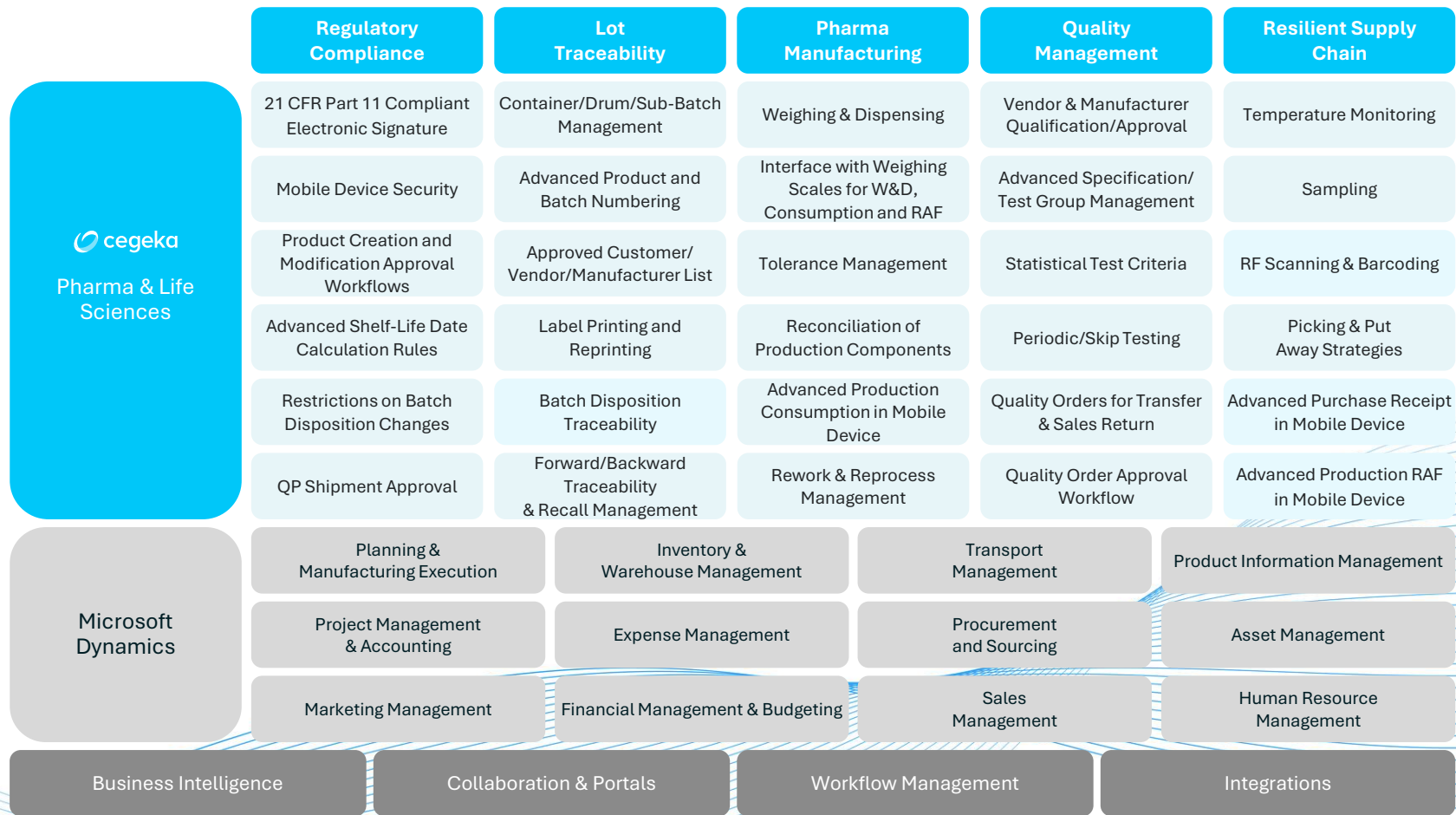




# Accelerate adoption with a Preconfigured Environment



# Drive industry-specific processes with *Cegeka Pharma & Life Sciences for Dynamics 365*



Business Process Library

Preconfigured environment

cegeka Pharma & Life Sciences

Microsoft Dynamics 365

# Built on industry best practices, **Cegeka Food and Pharma & Life Sciences for Dynamics 365** delivers a verified & validated industry solution designed to:

## REDUCE RISK

- Externally verified solution and project methodology for use in food and pharma & life sciences
- Industry template aligned with standards and best practices
- Validation integrated throughout the project, fully aligned with GAMP5 guidelines

## INCREASE TIME TO VALUE

- Pre-configured industry environments to speed up implementation
- Templated methodology to accelerate project delivery
- Faster results and smoother user adoption

## ACCELERATE INNOVATION

- Continuous updates aligned with evolving industry needs
- Access to agent scenarios and hyper automation
- Improved employee and business productivity with Copilot



### New Partnership




Cegeka and Epista forge strategic partnership to boost growth & compliance in Pharma and Life Sciences

[READ MORE!](#)

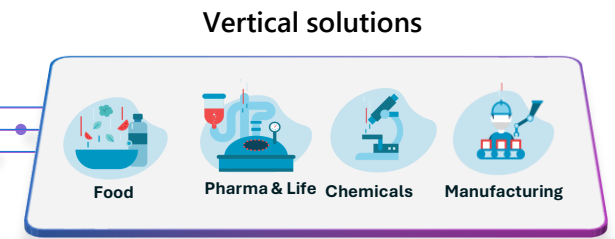
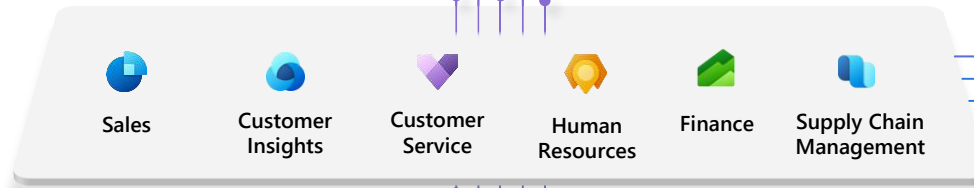


# Microsoft Business Applications

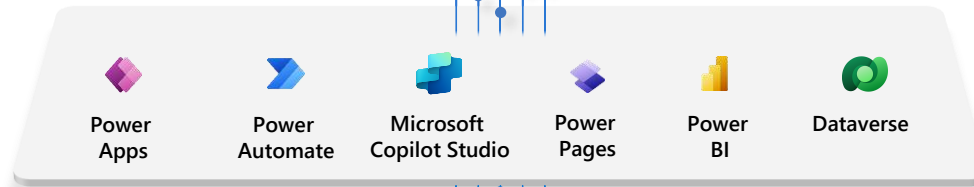
 **Modern Work**  
UI for AI



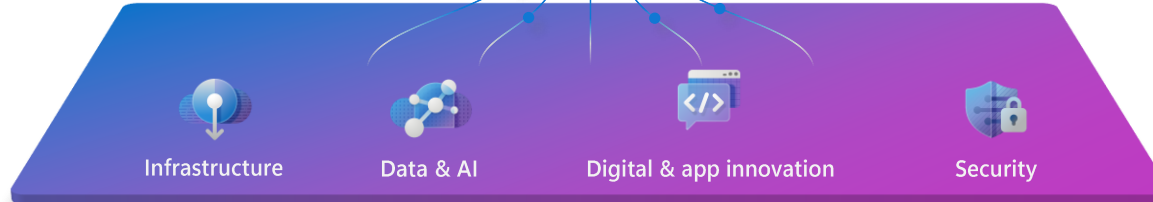
 **Dynamics 365**  
Unified CRM & ERP



 **Power Platform**  
Low Code → Pro Code



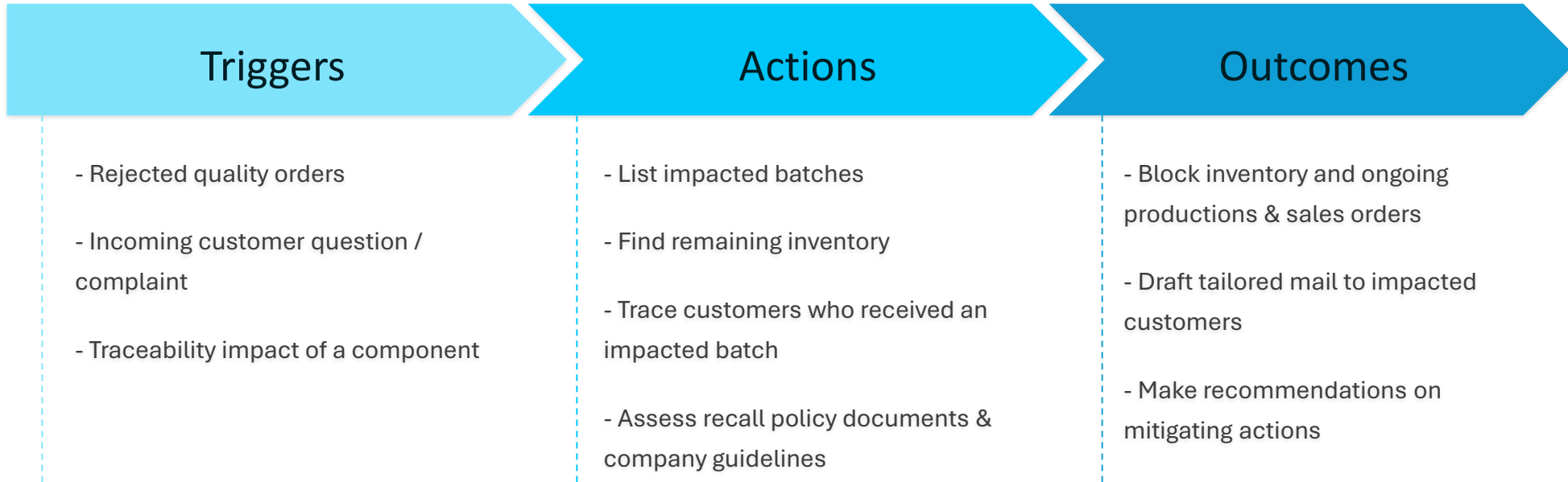
 **Azure**  
Microsoft Cloud



## AI - Industry-Specific Agents

### Roadmap - Quality Impact Recall Agent

Monitor quality control outcomes, assess the downstream impact and make impactful suggestions for actions towards customers



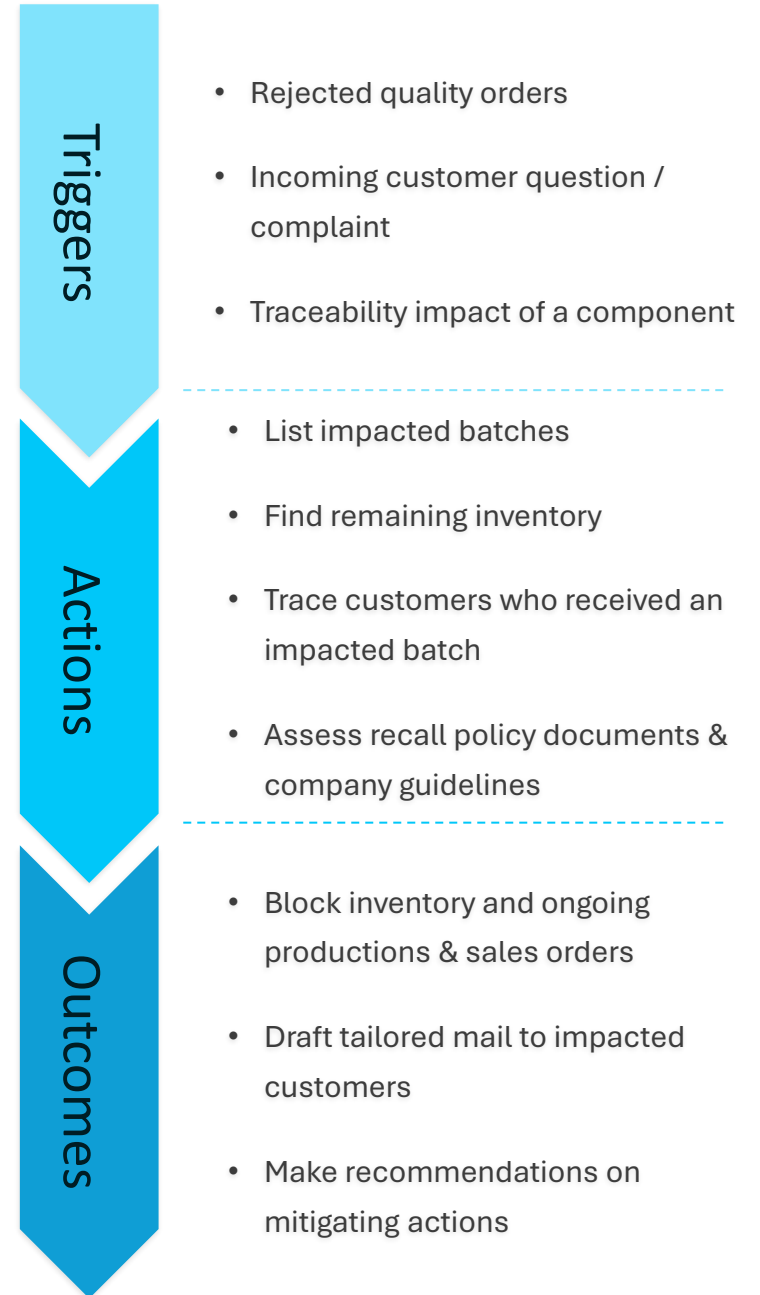
## KEY BENEFITS

### Quality Impact Recall Agent

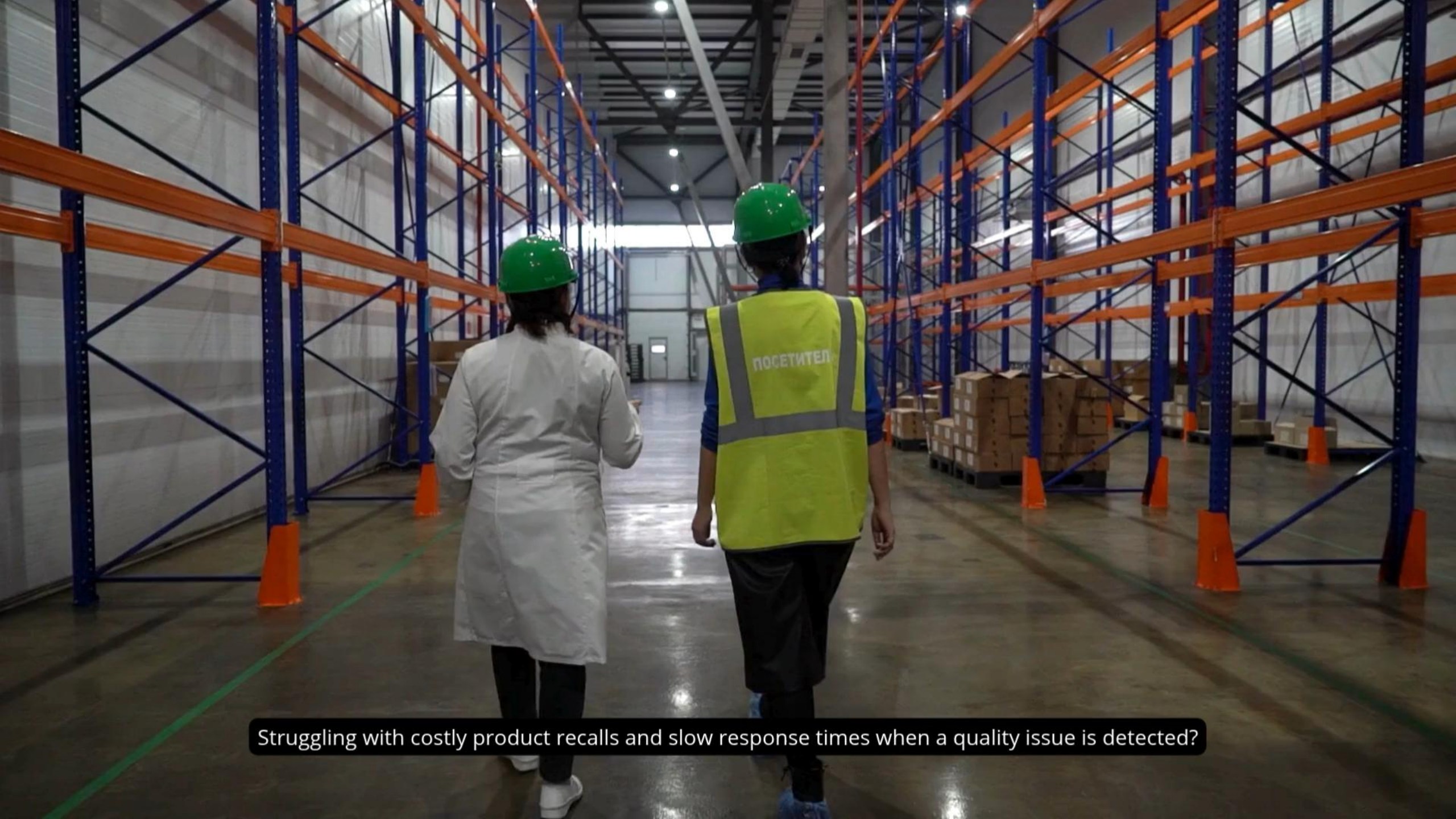
Cegeka is at the forefront of **agentic AI** in Pharma & Life Sciences, advancing this work under Microsoft's ISV success program. We are currently building an autonomous agent to enrich our industry solution with agentic capabilities.

The **Quality Impact Recall Agent**, will monitor quality deviations, trace upstream and downstream impacts, and recommend corrective actions. By interpreting traceability data and aligning responses with internal policies and external regulations, the agent enables faster, more compliant decision-making.

Built using **Microsoft Copilot Studio**, powered by **Dynamics 365 Supply Chain Management** and leveraging the capabilities of **Dynamic MCP server**, this solution will transform quality management from a reactive process to a proactive driver of operational efficiency and patient safety.





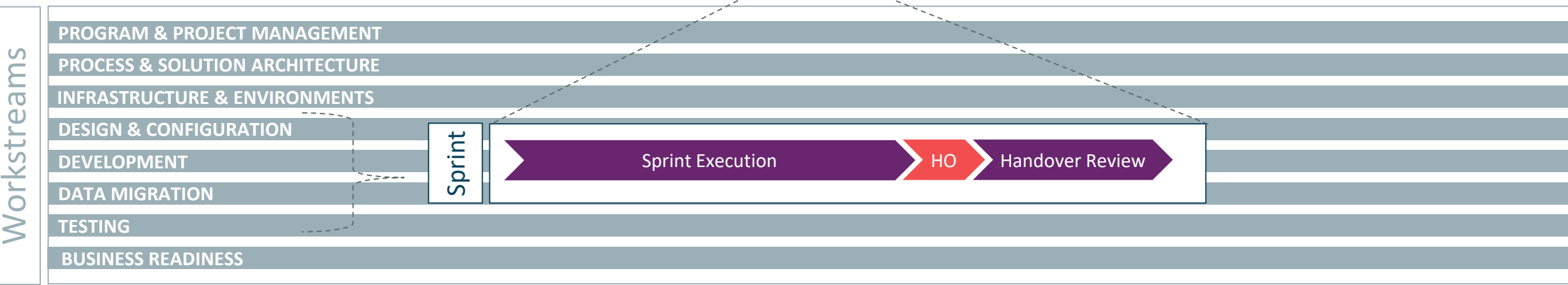
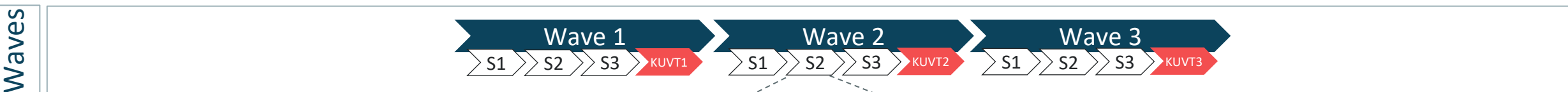
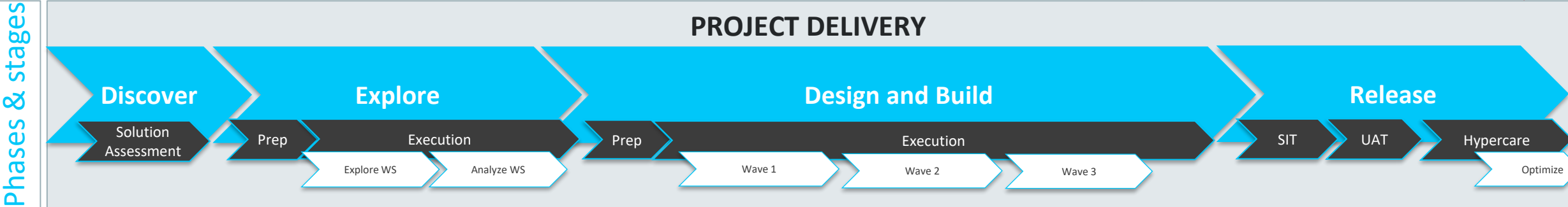


Struggling with costly product recalls and slow response times when a quality issue is detected?

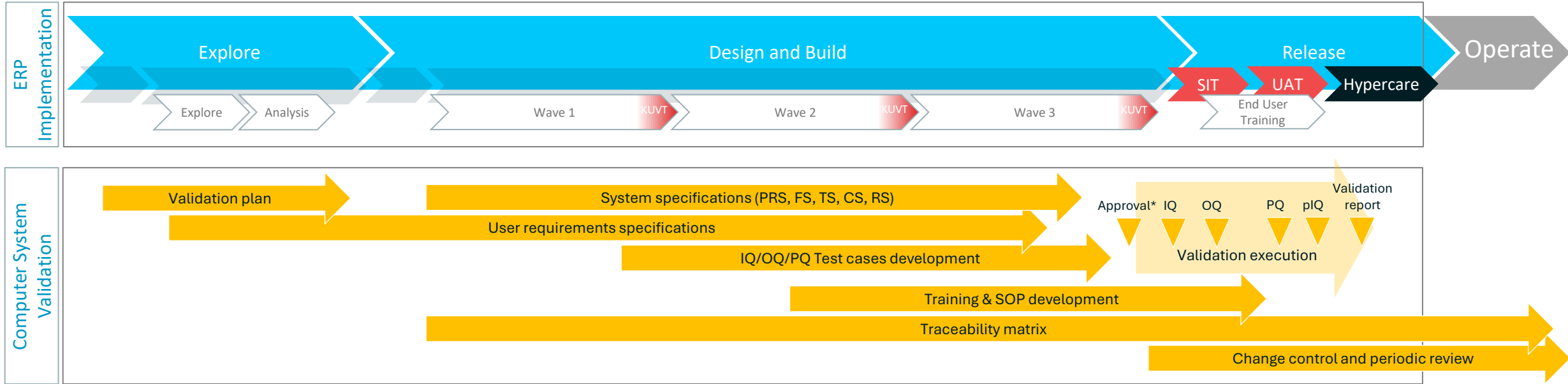


# Verified Project Implementation Methodology

Cegeka SureValue Life Cycle



# Validation Aligned with Project Methodology



PRS = Process Requirement Specification  
 FS = Functional Specification (FDD)  
 TS = Technical Specification (TDD)  
 CS = Configuration Specification  
 RS = Role Specification

} System specifications

IQ = Installation Qualification  
 OQ = Operational Qualification  
 PQ = Performance Qualification

} Validation environment / Acceptance environment

pIQ = production Installation Qualification } Production environment

\*) Approval of all documentation/specification prior to Release phase

# Our Pharma Customers

Nyxoah

ascendis  
pharma

BIOCARTIS

AOP  
HEALTH

Tilman

BAVARIAN NORDIC

valneva

Qualiphar

vimian

KAVO  
Dental Excellence

HemoCue

PTW

sterima  
Pollet Medical Group

InoVet

PHARMACOSMOS

eurofins

corzamedical

nicuris

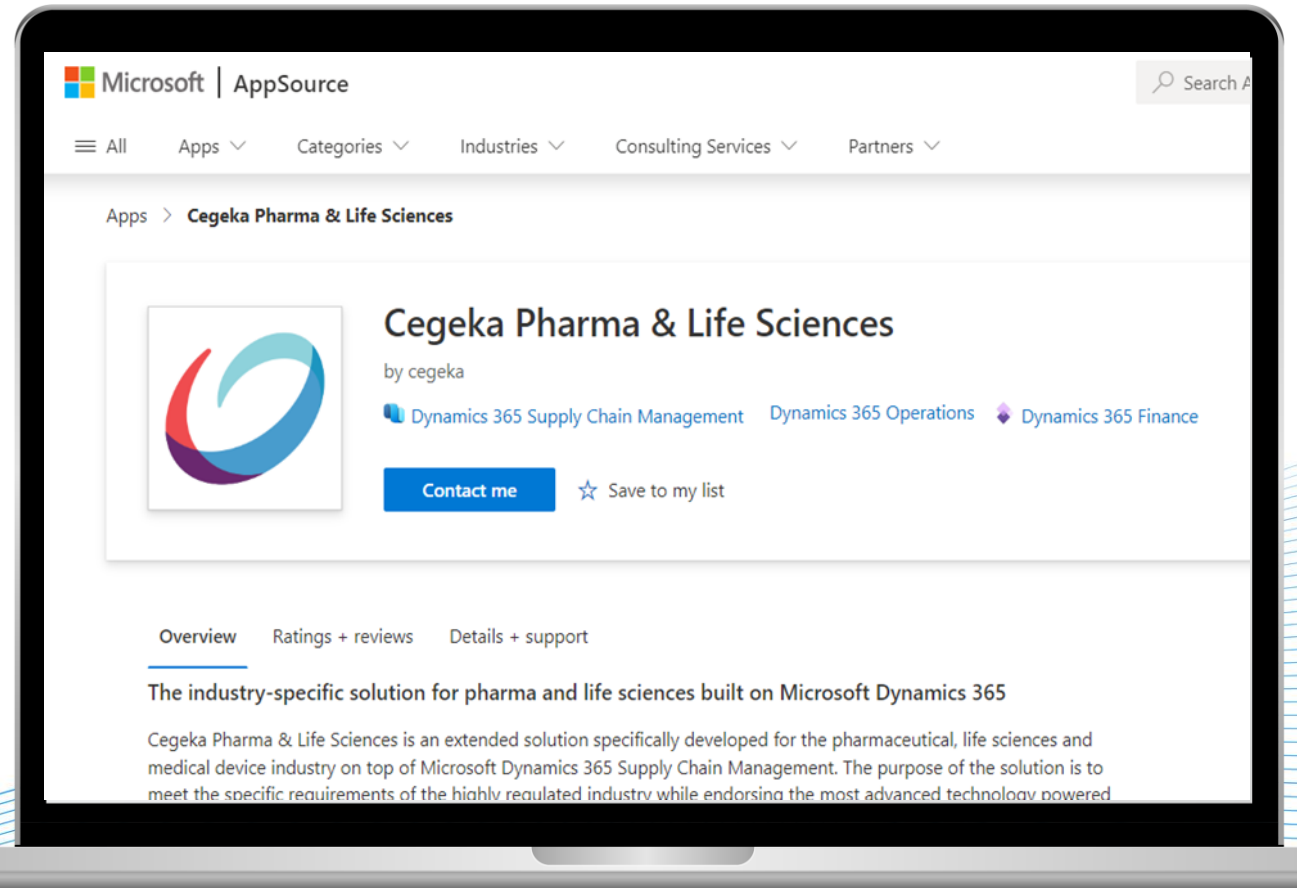
CENTOGENE  
THE RARE DISEASE COMPANY

FINEFOODS

ADARE  
PHARMA SOLUTIONS

BePharBel

Find our solution on  
[Microsoft Appsource](https://appsource.microsoft.com)



Together with Microsoft, Cegeka is  
advancing a trusted, compliant,  
and AI-ready platform for the life  
sciences industry

# Cegeka's Industry Communities

# Cegeka Communities

**KOPPERT**  
BIOLOGICAL SYSTEMS

**BFG**  
BIEZE FOOD GROUP

**AGRICO**

**Barentz.**

**Orkla**

ascendis  
pharma

**CRC**

**FENZI**

eurofins

Schröder **S**

FBG  
**Orsero**  
QUALITÀ

GRUPPO  
ORSERO

**CZAV**

## Food & Process Community

Meer kennis, meer inzichten, meer bewustzijn. Profiteer van de voordelen van onze Food & Process Community!

[Ontdek meer](#)



## Pharma & Life Sciences Community

More knowledge, more insights, more awareness. Connect, learn, and grow with industry experts through webinars, blogs, events, and exclusive updates.

[Join now!](#)





# Building Cegeka's Pharma Community



[Industries](#) ▾ [Solutions](#) ▾ [Customer Stories](#) [Insights](#) ▾ [About us](#) ▾



Contact

[Home](#) > [Pharma & Life Sciences Community](#) | Cegeka Business Solutions

## Pharma & Life Sciences Community

More knowledge, more insights, more awareness. Connect, learn, and grow with industry experts through webinars, blogs, events, and exclusive updates.

Join now!





Microsoft Dynamics 365 for Pharma & Life Sciences

# Inspiration Day

March 14, 2024 - Copenhagen, Denmark



# Building a strong industry community

Establishing Cegeka as the pharma industry's thought leader by fostering a vibrant community through strategic events, exclusive forums, and valuable partnerships.

## PHARMA COMMUNITY

Every month, we bring together customers and prospects to exchange insights, explore industry trends, and discuss key challenges shaping the future of pharma.

## PHARMA EVENTS

Our annual flagship event, held in a new location each year, brings industry leaders together for networking, knowledge sharing, and inspiration. In 2025, we'll meet in Munich and New York/New Jersey.

## WEBINARS & ROUNDTABLES

Interactive roundtables and expert-led webinars designed to foster discussions, share best practices, and keep our community informed on the latest pharma innovations.

# Building Cegeka's Pharma Community

**Virtual community calls** for customers and prospects within the pharma, medical device & life sciences industry.

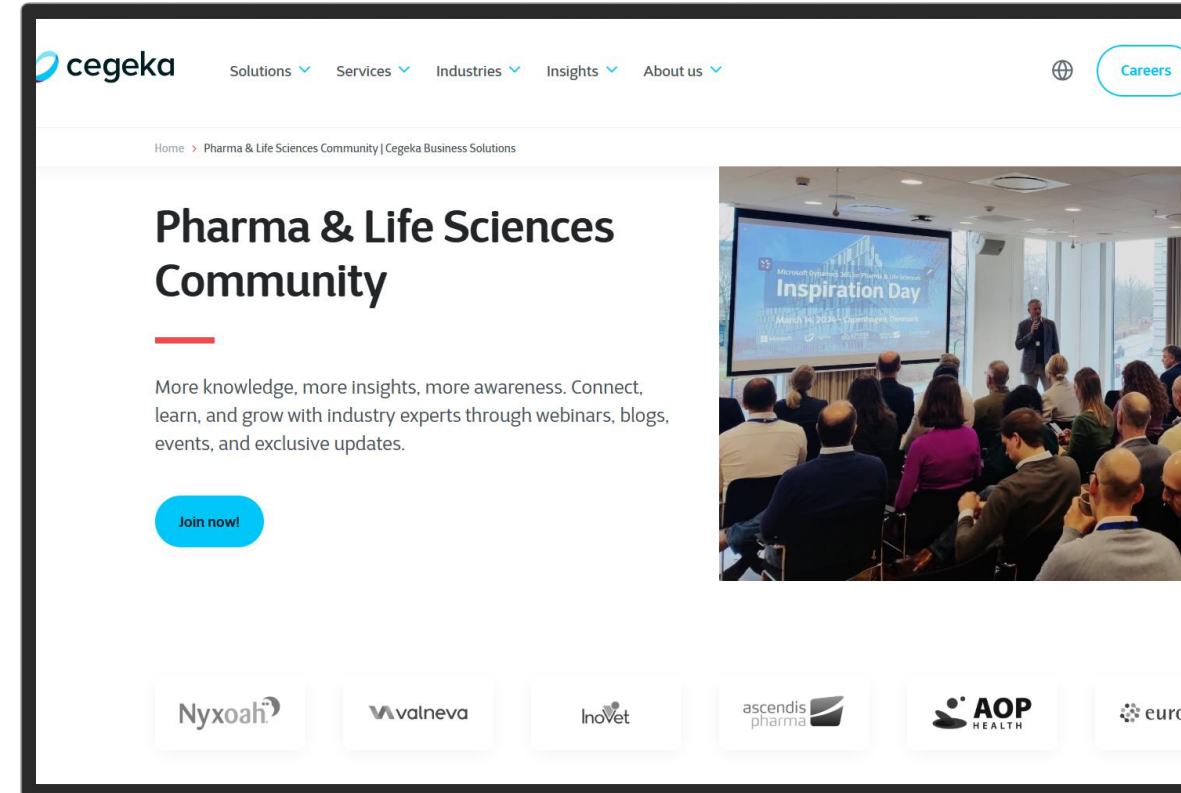
**Every 3<sup>rd</sup> Wednesday of the month.**

Share experiences amongst Cegeka's customers and prospects within the Pharma & Life Sciences industry

- New trends
- Industry challenges
- New regulations
- Other...

For **more information and the possibility to register**, please use the following link:

>>> <https://www.cegeka.com/en/pharma-community>




**65 MEMBERS**  
15 Cegeka colleagues  
1 Microsoft  
30 different companies

# Pharma Live Events

## Cegeka's Pharma Inspiration Day



 May 13<sup>th</sup>, 2025

 Microsoft HQ, Munich

[Pharma Inspiration Day | Cegeka](#)


## Cegeka at the NLS Days

**Workshop:**  
**Laying the Operational Foundation for Global Pharma Growth**

Oktober 13 | 10:00 - 11:00 | Flow stage  
Svenska mission Gothia Towers in Gothenburg, Sweden

[Learn more](#) →

 October 13 & 14, 2025

 Gothenburg, Sweden

[Join Cegeka at the Nordic Life Science Days](#)

## Cegeka & Consulate Denmark

**Pharma Executive Forum for Digital Innovation**


Engage with industry leaders and gain actionable insights to accelerate compliance, efficiency and innovation.

13 November 2025 | 8:30 AM - 5:00 PM EST  
Consulate General of Denmark in New York

**Speakers**

<b>Ulrich Otte</b> Global Head of Finance for Specialty Care, Sanofi	<b>Torsten Slok</b> Chief Economist and Partner at Apollo Global Management Inc.	<b>Anca Paraiian</b> Global Head of M&A Legal, GE HealthCare
<b>Mikkel Lund</b> IT Director at Ascendis Pharma	<b>Dominique De Vos</b> Global Solution Manager Pharma & Life Sciences at Cegeka	<b>Gaurav Roy</b> Head of Products   Analytics, AI and Modern ERP at Microsoft
		<b>Thomas Van Dorpe</b> AI & ERP Solution Architect at Cegeka

[Register Now](#) →

 November 13<sup>th</sup>, 2025

 New York, US

[Exclusive event: Digital Innovation in Pharma & Life Sciences | Cegeka](#)

The background features a series of overlapping, wavy, organic shapes in various shades of blue and purple. The colors transition from light blue and lavender on the left to deeper blues and magentas on the right. The overall effect is a sense of movement and depth.

2026

# Industry Campaigns – Pharma & Life Sciences

## Industry Event: CPHI

**Dates:** October 6–8, 2026

**Location:** Fiera Milano, Italy

**Audience:** pharma manufacturers, CDMOs, CMOs and tech.

**Sponsorship** options include booth, speaking/demo sessions and brand visibility. Price ranges from 20k-60k.

**No limit** on number of attendees.

**Key Zone:** AI & Tech

Lead capture via app

Campaign planning to start

## Pharma Campaign

### Continuous campaign optimization:

- Advisory on digital across channels (Linkedin, Google, HubSpot)
- Revision and update of ads, copies and visuals

### Update of existing assets and creation of new ones.

#### Now upcoming:

- New blogposts
- New whitepaper
- Update eBook, brochure, factsheet and one-pagers

## Pharma Community sessions

**Date:** Last quarter of the month

**Format:** Teams call

## Pharma Webinars

1. AI & ERP Use cases (recap of Thomas & Gaurav session)
2. Validation in ERP
3. Integration between ERP, LIMS, QMS
4. Data & AI
5. De-risking the Supply Chain



# Pharma Live Events 2026

## Cegeka's Pharma Inspiration Day



May 4 & 5<sup>th</sup>, 2026



Microsoft HQ, Copenhagen

[Pharma Inspiration Day | Cegeka](#)



08:30 - 09:00	Walk-in & Coffee	
09:00 - 09:15	Welcome & introduction	
09:15 - 10:00	Microsoft keynote	
10:00 - 10:30	AI ERP inspiration - Live use cases to boost your efficiency	
10:30 - 10:45	Coffee break + move room	
	<b>New to Dynamics track</b>	<b>Existing customer track</b>
10.45 - 11.30	Cegeka's value prop for the Pharma & Life Sciences Industry	DynamicsPact international projects
11:30 - 12:00	Always Compliant ERP with Dynamics 365	Dynamics Pharma & Life Science - Release & Roadmap
12:00 - 13:00	60' Lunch	
13:00 - 14.30	Cegeka's solution for the Pharma & Life Sciences Industry	AI/Agent Lab: We will build a solution and demonstrate technologies involved, capabilities and resources required
14:30 - 15:00	DynamicsPact international projects	
15:00 - 15:15	Coffee break + move to other room	
15:15 - 15:50	Customer Testimonial	
15:50 - 16:00	Wrap-up	
16:00 - 17:00	Networking (optional)	



# Pharma Webinars

Topics

## Pharma Webinars: Topics

**Leading the AI transformation in Pharma**

**Date:** Jan 26

**Target audience:** Technical & C-level

**Region:** Global

**AI & Compliance in Pharma**

**Date:** Feb 26

**Target audience:** C-level

**Region:** Global

**Validation in the selection of a new ERP**

**Date:** MAR 26

**Target audience:** C-level

**Region:** US

**Removing data silos - Enterprise architecture in Pharma**

**Date:** MAR 26

**Target audience:** Technical

**Region:** Global

**Global Roll-out in Pharma**

**Date:** APR 26

**Target audience:** C-level

**Region:** Global

**De-risking the supply chain**

**Date:** MAY 26

**Target audience:** C-level

**Region:** Global

**Future of Pharma (looking ahead)**

**Date:** JUN 26

**Target audience:** C-level

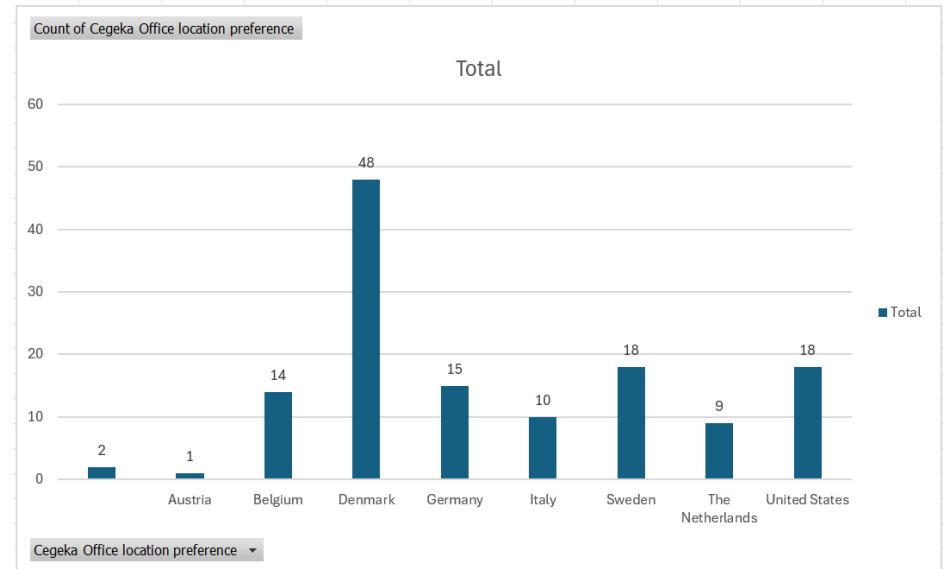
**Region:** Global

**Efficient Validation & Operation-Pharma**

**Date:** OCT 26

**Target audience:** Technical

**Region:** Global



# 2025: A year of strong growth and competitive wins

## RESULTS

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- Launched operations in four new countries – Sweden, Germany, US and France – anchored by our solution
- 439% YoY increase in Dynamics 365 license revenue from life sciences deals
- 8 new go-lives, all aligned with FastTrack architecture reviews
- 12 new pharma logos across mid-market and upper mid-market segments
- 7 competitive win-backs and net-new wins against SAP
- 193 certified Dynamics 365 Supply Chain consultants and solution architects, a 27% increase from 2024

# 2025: A year of strong growth and competitive wins

THANKS TO 3 REASONS



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# Welcome to the Cegeka Community!

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