

# Adopt Cutover & Hypercare Business Lead

Job ID  
REQ-10002347  
Jun 13, 2024  
Mexico

## Summary

Location: Mexico City, #LI-Hybrid

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

This role ensures a seamless business transition from the current system(s) to the new LDC environment while minimizing risks and enhancing business continuity for Adopt countries/sites, through end of Hypercare phase.

## About the Role

### Key Responsibilities

- Drives Cutover planning, including preparation, execution, and reporting from a business integration perspective
- Ensures country Business Launch Contingency plans are ready
- Supports developing, managing, and presenting Cutover & Hypercare plans with concerned business parties
- Plans and supervises Release readiness to ensure Go/No-Go meeting passed for Cutover, Hypercare, and business readiness items
- Schedules and leads ongoing Launch readiness review sessions. Co-hosts Cutover and Hypercare daily calls (in focused periods) with IT counterpart, focusing on driving Business Readiness and Business Ramp-up
- Supports planning with IT Cutover Manager and ensures business dependencies defined and handled
- Drives Hypercare KPI reporting target definition (and alignment with business stakeholders) and completes and communicates reporting if KPIs
- Defines and communicates country business resource requirements during interruption, in Hypercare and transition to post-Hypercare business support model. Ensures business resources available/contactable over Cutover and Hypercare period
- Acts as business customer concern point for Cutover & Hypercare issues, supporting resolution
- Identifies & mitigates risks to minimize potential disruptions during Cutover & Hypercare. Takes findings from post-cutover reviews, leading to scaling / automation for future rollouts

### Minimum requirements:

- B.A Engineering, IT fields, Business Administration or related fields.
- + 7 years of shown experience in positions related to Cut over and Hypercare processes.
- Strong, global project management and Cross-functional skills
- Good communication and negotiation skills
- Solid SAP business process understanding. •ERP project implementation background (preferred)

- Ability to get results and meeting project deadlines
- Thrives in international and matrix-based organizations
- Experience managing people and large virtual teams
- Proficient English (additional languages preferred)
- Strategic and Hands on way of working (running meetings, tracking progress, managing issues & risks)

**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?

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Division

Operations

Business Unit

CTS

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Alternative Location 1

Hyderabad (Office), India

Functional Area

Audit & Finance

Job Type

Full time

Employment Type

Regular

Shift Work

No

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